

Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County:

N=3148

Q10 How frequently do you use mass transit							Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember		Pre Hurricane	After	
1	2	3	4	5	9		1	2	

Q1a As a place to live

5=Excellent	16.9%	14.3%	13.4%	12.9%	16.3%	16.6%	14.7%	15.3%	15.2%
4=Good	48.3%	47.6%	50.0%	53.8%	53.1%	43.6%	51.2%	52.3%	52.0%
3=Neutral	18.4%	17.5%	18.7%	18.0%	15.9%	17.2%	16.3%	17.0%	16.9%
2=Below average	7.2%	8.7%	11.6%	10.7%	9.1%	11.0%	10.8%	9.4%	9.7%
1=Poor	6.8%	9.5%	4.5%	3.8%	4.3%	3.1%	5.0%	4.4%	4.5%
9=Don't know	2.4%	2.4%	1.9%	0.8%	1.2%	8.6%	2.1%	1.6%	1.7%

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Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q1b As a place to raise children

5=Excellent	8.2%	11.1%	5.2%	7.1%	8.5%	9.2%	6.4%	8.6%	8.0%
4=Good	30.9%	23.8%	28.0%	30.5%	32.3%	24.5%	26.8%	32.3%	30.7%
3=Neutral	23.2%	23.8%	26.1%	27.2%	23.0%	25.2%	24.7%	24.3%	24.5%
2=Below average	16.9%	21.4%	19.0%	18.6%	17.6%	15.3%	22.1%	16.4%	18.0%
1=Poor	13.5%	12.7%	13.1%	11.5%	9.9%	7.4%	11.5%	10.5%	10.8%
9=Don't know	7.2%	7.1%	8.6%	5.0%	8.6%	18.4%	8.6%	7.9%	8.1%

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Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember		Pre Hurricane	After	
1	2	3	4	5	9		1	2	

Q1c As a place to work

5=Excellent	11.6%	10.3%	8.6%	11.9%	10.8%	9.8%	10.4%	11.0%	10.9%
4=Good	34.8%	31.7%	31.0%	38.0%	42.1%	33.1%	38.8%	39.1%	38.8%
3=Neutral	25.1%	29.4%	28.4%	23.7%	21.0%	21.5%	23.3%	22.6%	22.9%
2=Below average	14.5%	13.5%	14.9%	16.0%	13.0%	11.7%	13.2%	14.1%	14.0%
1=Poor	9.7%	8.7%	10.4%	6.9%	6.0%	6.7%	7.5%	6.8%	7.0%
9=Don't know	4.3%	6.3%	6.7%	3.5%	7.0%	17.2%	6.8%	6.4%	6.4%

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Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember		Pre Hurricane	After	
1	2	3	4	5	9		1	2	

Q1d As a place to retire

5=Excellent	16.4%	16.7%	11.9%	13.5%	14.8%	14.7%	13.2%	14.7%	14.4%
4=Good	27.5%	20.6%	28.0%	26.9%	30.7%	20.9%	25.6%	29.6%	28.4%
3=Neutral	16.4%	26.2%	22.4%	18.9%	18.0%	21.5%	22.5%	17.8%	19.0%
2=Below average	14.5%	15.1%	13.8%	18.0%	14.4%	17.8%	16.6%	15.0%	15.4%
1=Poor	19.3%	14.3%	19.0%	17.9%	15.3%	13.5%	16.0%	16.5%	16.4%
9=Don't know	5.8%	7.1%	4.9%	4.9%	6.8%	11.7%	6.1%	6.3%	6.4%

Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit							Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember		Pre Hurricane	After	
1	2	3	4	5	9		1	2	

Q1a As a place to live

5=Excellent	17.3%	14.6%	13.7%	13.0%	16.5%	18.1%	15.0%	15.6%	15.5%
4=Good	49.5%	48.8%	51.0%	54.2%	53.7%	47.7%	52.3%	53.1%	52.9%
3=Neutral	18.8%	17.9%	19.0%	18.1%	16.1%	18.8%	16.6%	17.3%	17.2%
2=Below average	7.4%	8.9%	11.8%	10.8%	9.2%	12.1%	11.0%	9.6%	9.9%
1=Poor	6.9%	9.8%	4.6%	3.8%	4.4%	3.4%	5.1%	4.4%	4.6%

Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q1b As a place to raise children

5=Excellent	8.9%	12.0%	5.7%	7.5%	9.3%	11.3%	7.0%	9.3%	8.7%
4=Good	33.3%	25.6%	30.6%	32.2%	35.4%	30.1%	29.3%	35.1%	33.4%
3=Neutral	25.0%	25.6%	28.6%	28.6%	25.2%	30.8%	27.0%	26.4%	26.6%
2=Below average	18.2%	23.1%	20.8%	19.6%	19.3%	18.8%	24.2%	17.8%	19.6%
1=Poor	14.6%	13.7%	14.3%	12.1%	10.8%	9.0%	12.6%	11.4%	11.7%

Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit							Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember		Pre Hurricane	After	
1	2	3	4	5	9		1	2	

Q1c As a place to work

5=Excellent	12.1%	11.0%	9.2%	12.3%	11.6%	11.9%	11.2%	11.7%	11.6%
4=Good	36.4%	33.9%	33.2%	39.4%	45.3%	40.0%	41.6%	41.8%	41.5%
3=Neutral	26.3%	31.4%	30.4%	24.5%	22.6%	25.9%	25.1%	24.1%	24.5%
2=Below average	15.2%	14.4%	16.0%	16.6%	14.0%	14.1%	14.2%	15.1%	14.9%
1=Poor	10.1%	9.3%	11.2%	7.1%	6.5%	8.1%	8.0%	7.3%	7.5%

Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q1d As a place to retire

5=Excellent	17.4%	17.9%	12.5%	14.1%	15.9%	16.7%	14.1%	15.7%	15.4%
4=Good	29.2%	22.2%	29.4%	28.3%	32.9%	23.6%	27.2%	31.6%	30.3%
3=Neutral	17.4%	28.2%	23.5%	19.9%	19.3%	24.3%	24.0%	19.0%	20.3%
2=Below average	15.4%	16.2%	14.5%	18.9%	15.5%	20.1%	17.7%	16.0%	16.5%
1=Poor	20.5%	15.4%	20.0%	18.8%	16.4%	15.3%	17.1%	17.7%	17.5%

Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q2a Quality of services provided by County Government

5=Very satisfied	8.7%	11.9%	6.3%	6.3%	6.3%	6.7%	6.5%	6.8%	6.7%
4=Satisfied	38.2%	28.6%	37.7%	42.7%	42.0%	35.6%	42.1%	40.4%	40.7%
3=Neutral	28.0%	31.7%	29.5%	31.7%	32.2%	24.5%	30.6%	31.2%	31.2%
2=Dissatisfied	14.0%	15.1%	16.4%	11.1%	11.6%	14.7%	11.4%	12.6%	12.4%
1=Very dissatisfied	7.2%	8.7%	6.3%	5.7%	5.0%	5.5%	6.1%	5.5%	5.6%
9=Don't know	3.9%	4.0%	3.7%	2.5%	2.9%	12.9%	3.4%	3.5%	3.5%

Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q2b Quality of customer service you receive from County employees

5=Very satisfied	11.1%	6.3%	4.5%	5.8%	6.0%	6.7%	5.0%	6.5%	6.2%
4=Satisfied	31.9%	31.7%	29.1%	35.4%	33.6%	27.6%	33.7%	33.2%	33.2%
3=Neutral	26.6%	29.4%	32.8%	29.2%	31.7%	24.5%	28.4%	30.8%	30.4%
2=Dissatisfied	16.4%	15.1%	16.4%	16.0%	14.6%	11.7%	16.5%	14.8%	15.1%
1=Very dissatisfied	9.2%	11.9%	11.2%	9.3%	7.9%	12.3%	11.0%	8.3%	9.0%
9=Don't know	4.8%	5.6%	6.0%	4.1%	6.2%	17.2%	5.4%	6.4%	6.1%

Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q2c Value you receive for your County taxes & fees

5=Very satisfied	6.8%	6.3%	1.9%	4.0%	4.0%	6.1%	3.5%	4.5%	4.2%
4=Satisfied	20.8%	16.7%	21.3%	24.3%	24.6%	19.0%	22.6%	24.0%	23.4%
3=Neutral	33.8%	32.5%	31.7%	36.2%	33.5%	25.2%	35.2%	32.7%	33.5%
2=Dissatisfied	17.4%	23.0%	25.4%	20.3%	20.5%	17.8%	19.7%	21.0%	20.6%
1=Very dissatisfied	15.5%	15.1%	14.6%	11.9%	12.7%	16.6%	13.9%	13.0%	13.1%
9=Don't know	5.8%	6.3%	5.2%	3.2%	4.8%	15.3%	5.0%	5.0%	5.1%

Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q2a Quality of services provided by County Government

5=Very satisfied	9.0%	12.4%	6.6%	6.5%	6.5%	7.7%	6.7%	7.0%	6.9%
4=Satisfied	39.7%	29.8%	39.1%	43.8%	43.2%	40.8%	43.5%	41.9%	42.1%
3=Neutral	29.1%	33.1%	30.6%	32.5%	33.2%	28.2%	31.6%	32.3%	32.3%
2=Dissatisfied	14.6%	15.7%	17.1%	11.4%	12.0%	16.9%	11.8%	13.1%	12.8%
1=Very dissatisfied	7.5%	9.1%	6.6%	5.8%	5.2%	6.3%	6.3%	5.7%	5.8%

Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q2b Quality of customer service you receive from County employees

5=Very satisfied	11.7%	6.7%	4.8%	6.1%	6.4%	8.1%	5.3%	6.9%	6.6%
4=Satisfied	33.5%	33.6%	31.0%	37.0%	35.8%	33.3%	35.7%	35.4%	35.3%
3=Neutral	27.9%	31.1%	34.9%	30.5%	33.8%	29.6%	30.0%	32.9%	32.4%
2=Dissatisfied	17.3%	16.0%	17.5%	16.7%	15.6%	14.1%	17.4%	15.8%	16.1%
1=Very dissatisfied	9.6%	12.6%	11.9%	9.7%	8.4%	14.8%	11.6%	8.9%	9.6%

Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q2c Value you receive for your County taxes & fees

5=Very satisfied	7.2%	6.8%	2.0%	4.1%	4.2%	7.2%	3.7%	4.7%	4.4%
4=Satisfied	22.1%	17.8%	22.4%	25.1%	25.9%	22.5%	23.8%	25.2%	24.7%
3=Neutral	35.9%	34.7%	33.5%	37.4%	35.1%	29.7%	37.1%	34.4%	35.4%
2=Dissatisfied	18.5%	24.6%	26.8%	21.0%	21.5%	21.0%	20.7%	22.1%	21.7%
1=Very dissatisfied	16.4%	16.1%	15.4%	12.3%	13.3%	19.6%	14.7%	13.7%	13.8%

Q3. Overall Municipal Government Ratings. Please rate your satisfaction with the following: Please respond ONLY if you live in a city, town or village in Miami-Dade County (ex., City of Miami) if you live in unincorporated Miami-Dade County, please skip to Question 4.

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q3a Quality of services provided by your municipal government

5=Very satisfied	8.2%	6.3%	5.2%	7.1%	7.3%	9.8%	7.5%	7.2%	7.2%
4=Satisfied	28.0%	31.7%	30.6%	27.4%	31.1%	27.6%	29.7%	29.8%	29.8%
3=Neutral	29.5%	27.0%	25.4%	25.6%	25.5%	20.2%	20.5%	26.9%	25.5%
2=Dissatisfied	13.0%	17.5%	10.8%	8.3%	9.1%	11.7%	10.3%	9.7%	9.8%
1=Very dissatisfied	7.2%	7.9%	6.0%	4.9%	4.3%	6.1%	5.4%	4.9%	5.1%
9=Don't know	14.0%	9.5%	22.0%	26.6%	22.7%	24.5%	26.7%	21.4%	22.6%

Q3. Overall Municipal Government Ratings. Please rate your satisfaction with the following: Please respond ONLY if you live in a city, town or village in Miami-Dade County (ex., City of Miami) if you live in unincorporated Miami-Dade County, please skip to Question 4.

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q3b Value you receive for your municipal taxes & fees

5=Very satisfied	4.8%	4.8%	3.4%	4.9%	5.6%	4.9%	4.8%	5.3%	5.1%
4=Satisfied	20.3%	19.0%	19.8%	20.3%	22.0%	22.1%	21.9%	21.1%	21.2%
3=Neutral	33.3%	25.4%	26.1%	26.5%	26.1%	19.6%	21.6%	27.7%	26.3%
2=Dissatisfied	15.5%	24.6%	18.7%	13.2%	14.9%	14.1%	15.3%	15.2%	15.2%
1=Very dissatisfied	8.7%	11.9%	9.7%	7.9%	7.7%	10.4%	8.6%	8.2%	8.3%
9=Don't know	17.4%	14.3%	22.4%	27.2%	23.6%	28.8%	27.9%	22.6%	23.9%

Q3. Overall Municipal Government Ratings. Please rate your satisfaction with the following: Please respond ONLY if you live in a city, town or village in Miami-Dade County (ex., City of Miami) if you live in unincorporated Miami-Dade County, please skip to Question 4. (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q3a Quality of services provided by your municipal government

5=Very satisfied	9.6%	7.0%	6.7%	9.7%	9.5%	13.0%	10.2%	9.2%	9.4%
4=Satisfied	32.6%	35.1%	39.2%	37.4%	40.2%	36.6%	40.5%	38.0%	38.5%
3=Neutral	34.3%	29.8%	32.5%	34.9%	32.9%	26.8%	28.0%	34.3%	33.0%
2=Dissatisfied	15.2%	19.3%	13.9%	11.3%	11.7%	15.4%	14.0%	12.3%	12.6%
1=Very dissatisfied	8.4%	8.8%	7.7%	6.7%	5.6%	8.1%	7.3%	6.3%	6.5%

Q3. Overall Municipal Government Ratings. Please rate your satisfaction with the following: Please respond ONLY if you live in a city, town or village in Miami-Dade County (ex., City of Miami) if you live in unincorporated Miami-Dade County, please skip to Question 4. (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q3b Value you receive for your municipal taxes & fees

5=Very satisfied	5.8%	5.6%	4.3%	6.7%	7.4%	6.9%	6.6%	6.8%	6.8%
4=Satisfied	24.6%	22.2%	25.5%	27.9%	28.8%	31.0%	30.3%	27.2%	27.8%
3=Neutral	40.4%	29.6%	33.7%	36.4%	34.2%	27.6%	30.0%	35.8%	34.6%
2=Dissatisfied	18.7%	28.7%	24.0%	18.1%	19.5%	19.8%	21.2%	19.6%	19.9%
1=Very dissatisfied	10.5%	13.9%	12.5%	10.8%	10.1%	14.7%	11.9%	10.6%	10.9%

Q4. Organizational Goals. Please rate your level of agreement with the following statements:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q4a Government is customer-focused

5=Strongly agree	4.3%	5.6%	1.1%	2.7%	3.8%	5.5%	3.2%	3.6%	3.5%
4=Agree	28.0%	26.2%	24.3%	24.8%	24.3%	21.5%	22.9%	25.3%	24.6%
3=Neutral	28.5%	23.8%	31.3%	36.5%	34.5%	27.6%	33.7%	33.2%	33.5%
2=Disagree	20.8%	21.4%	25.7%	21.5%	21.7%	19.6%	22.1%	21.8%	21.8%
1=Strongly disagree	11.6%	12.7%	11.2%	7.9%	6.8%	9.2%	8.2%	8.2%	8.1%
9=Don't know	6.8%	10.3%	6.3%	6.6%	8.9%	16.6%	9.9%	7.9%	8.4%

Q4. Organizational Goals. Please rate your level of agreement with the following statements:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q4b Government continuously improves services

5=Strongly agree	6.8%	6.3%	3.4%	4.3%	4.2%	4.9%	5.1%	4.2%	4.4%
4=Agree	29.0%	27.8%	25.0%	29.2%	27.7%	22.7%	28.1%	27.4%	27.7%
3=Neutral	29.0%	32.5%	34.7%	33.5%	34.2%	28.8%	32.9%	33.5%	33.4%
2=Disagree	18.8%	21.4%	22.0%	21.5%	20.3%	17.2%	20.0%	20.7%	20.5%
1=Strongly disagree	10.1%	7.9%	8.2%	6.5%	6.3%	9.8%	6.8%	7.1%	7.0%
9=Don't know	6.3%	4.0%	6.7%	5.0%	7.4%	16.6%	7.0%	7.1%	7.0%

Q4. Organizational Goals. Please rate your level of agreement with the following statements:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q4c Government uses your tax dollars wisely

5=Strongly agree	4.3%	4.8%	1.5%	2.5%	3.0%	2.5%	2.4%	3.0%	2.9%
4=Agree	16.4%	14.3%	11.6%	14.9%	14.6%	17.2%	13.2%	15.0%	14.6%
3=Neutral	31.4%	29.4%	34.0%	32.3%	32.3%	23.9%	32.3%	31.8%	31.9%
2=Disagree	19.3%	23.8%	22.0%	29.5%	26.1%	22.7%	25.9%	25.8%	25.9%
1=Strongly disagree	17.9%	18.3%	23.1%	14.6%	15.2%	19.0%	18.1%	15.7%	16.2%
9=Don't know	10.6%	9.5%	7.8%	6.2%	8.8%	14.7%	8.1%	8.7%	8.5%

Q4. Organizational Goals. Please rate your level of agreement with the following statements:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q4d Government delivers excellent public services

5=Strongly agree	8.7%	7.9%	3.4%	3.6%	4.2%	3.1%	4.8%	4.2%	4.4%
4=Agree	24.2%	23.0%	19.0%	23.9%	21.4%	20.9%	20.0%	22.8%	22.0%
3=Neutral	29.5%	27.8%	29.9%	34.5%	36.5%	31.3%	34.4%	34.2%	34.4%
2=Disagree	16.9%	22.2%	24.6%	24.2%	21.5%	21.5%	22.0%	22.2%	22.1%
1=Strongly disagree	15.0%	13.5%	16.8%	9.4%	9.6%	11.0%	12.0%	10.5%	10.7%
9=Don't know	5.8%	5.6%	6.3%	4.3%	7.0%	12.3%	6.8%	6.2%	6.4%

Q4. Organizational Goals. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q4a Government is customer-focused

5=Strongly agree	4.7%	6.2%	1.2%	2.9%	4.2%	6.6%	3.5%	3.9%	3.9%
4=Agree	30.1%	29.2%	25.9%	26.6%	26.6%	25.7%	25.4%	27.4%	26.8%
3=Neutral	30.6%	26.5%	33.5%	39.1%	37.9%	33.1%	37.4%	36.1%	36.6%
2=Disagree	22.3%	23.9%	27.5%	23.0%	23.8%	23.5%	24.6%	23.7%	23.8%
1=Strongly disagree	12.4%	14.2%	12.0%	8.4%	7.5%	11.0%	9.1%	8.9%	8.9%

Q4. Organizational Goals. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit							Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9		Pre Hurricane 1	After 2	

Q4b Government continuously improves services

5=Strongly agree	7.2%	6.6%	3.6%	4.5%	4.5%	5.9%	5.5%	4.5%	4.7%
4=Agree	30.9%	28.9%	26.8%	30.8%	29.9%	27.2%	30.2%	29.5%	29.8%
3=Neutral	30.9%	33.9%	37.2%	35.3%	36.9%	34.6%	35.3%	36.1%	35.9%
2=Disagree	20.1%	22.3%	23.6%	22.6%	21.9%	20.6%	21.6%	22.3%	22.1%
1=Strongly disagree	10.8%	8.3%	8.8%	6.8%	6.8%	11.8%	7.4%	7.6%	7.5%

Q4. Organizational Goals. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q4c Government uses your tax dollars wisely

5=Strongly agree	4.9%	5.3%	1.6%	2.6%	3.3%	2.9%	2.7%	3.3%	3.1%
4=Agree	18.4%	15.8%	12.6%	15.9%	16.0%	20.1%	14.4%	16.4%	16.0%
3=Neutral	35.1%	32.5%	36.8%	34.5%	35.4%	28.1%	35.1%	34.8%	34.8%
2=Disagree	21.6%	26.3%	23.9%	31.4%	28.6%	26.6%	28.2%	28.3%	28.3%
1=Strongly disagree	20.0%	20.2%	25.1%	15.6%	16.7%	22.3%	19.7%	17.2%	17.7%

Q4. Organizational Goals. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q4d Government delivers excellent public services

5=Strongly agree	9.2%	8.4%	3.6%	3.8%	4.5%	3.5%	5.1%	4.5%	4.6%
4=Agree	25.6%	24.4%	20.3%	25.0%	22.9%	23.8%	21.5%	24.3%	23.5%
3=Neutral	31.3%	29.4%	31.9%	36.1%	39.2%	35.7%	36.9%	36.4%	36.7%
2=Disagree	17.9%	23.5%	26.3%	25.3%	23.1%	24.5%	23.6%	23.6%	23.7%
1=Strongly disagree	15.9%	14.3%	17.9%	9.9%	10.3%	12.6%	12.9%	11.2%	11.5%

Q5. Miami-Dade County Water and Sewer Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q5a Quality of drinking water

5=Very satisfied	26.1%	23.8%	19.0%	25.4%	23.8%	25.2%	23.7%	24.3%	24.0%
4=Satisfied	43.5%	46.0%	51.1%	48.5%	49.2%	41.1%	48.9%	48.1%	48.3%
3=Neutral	14.5%	17.5%	16.4%	15.1%	14.8%	17.2%	16.6%	14.8%	15.2%
2=Dissatisfied	6.8%	7.9%	8.2%	6.5%	6.1%	3.7%	5.9%	6.5%	6.4%
1=Very dissatisfied	6.3%	3.2%	2.6%	1.8%	3.0%	1.2%	2.2%	2.8%	2.8%
9=Don't know	2.9%	1.6%	2.6%	2.7%	3.0%	11.7%	2.7%	3.4%	3.3%

Q5. Miami-Dade County Water and Sewer Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q5b Quality of sewer services

5=Very satisfied	16.9%	19.8%	14.6%	19.7%	18.4%	17.8%	17.5%	18.6%	18.3%
4=Satisfied	39.6%	38.9%	44.4%	46.3%	47.8%	40.5%	48.2%	45.2%	45.9%
3=Neutral	25.1%	20.6%	23.5%	18.6%	18.5%	17.8%	17.7%	19.9%	19.4%
2=Dissatisfied	4.8%	4.8%	6.7%	5.3%	4.6%	4.9%	4.9%	5.1%	5.0%
1=Very dissatisfied	3.4%	7.9%	3.0%	2.5%	2.9%	0.6%	2.9%	2.9%	2.9%
9=Don't know	10.1%	7.9%	7.8%	7.6%	7.8%	18.4%	8.8%	8.3%	8.5%

Q5. Miami-Dade County Water and Sewer Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q5a Quality of drinking water

5=Very satisfied	26.9%	24.2%	19.5%	26.1%	24.6%	28.5%	24.4%	25.2%	24.8%
4=Satisfied	44.8%	46.8%	52.5%	49.9%	50.7%	46.5%	50.3%	49.9%	49.9%
3=Neutral	14.9%	17.7%	16.9%	15.6%	15.3%	19.4%	17.1%	15.3%	15.8%
2=Dissatisfied	7.0%	8.1%	8.4%	6.6%	6.3%	4.2%	6.0%	6.7%	6.6%
1=Very dissatisfied	6.5%	3.2%	2.7%	1.9%	3.1%	1.4%	2.3%	2.9%	2.9%

Q5. Miami-Dade County Water and Sewer Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q10 How frequently do you use mass transit						Timing		Total
	Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	
Q5b Quality of sewer services									
5=Very satisfied	18.8%	21.6%	15.8%	21.3%	20.0%	21.8%	19.2%	20.3%	20.0%
4=Satisfied	44.1%	42.2%	48.2%	50.1%	51.9%	49.6%	52.8%	49.3%	50.1%
3=Neutral	28.0%	22.4%	25.5%	20.2%	20.1%	21.8%	19.4%	21.8%	21.2%
2=Dissatisfied	5.4%	5.2%	7.3%	5.7%	5.0%	6.0%	5.4%	5.5%	5.4%
1=Very dissatisfied	3.8%	8.6%	3.2%	2.7%	3.1%	0.8%	3.2%	3.1%	3.2%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q6a Quality of police services

5=Very satisfied	13.0%	19.8%	11.2%	14.7%	15.3%	12.9%	12.5%	15.4%	14.7%
4=Satisfied	43.5%	36.5%	42.9%	47.0%	46.6%	40.5%	47.7%	44.8%	45.5%
3=Neutral	19.8%	19.0%	27.2%	19.1%	20.8%	16.0%	20.2%	20.6%	20.6%
2=Dissatisfied	13.0%	12.7%	11.2%	11.4%	10.1%	9.2%	11.4%	10.7%	10.8%
1=Very dissatisfied	9.2%	10.3%	5.2%	5.0%	4.5%	5.5%	5.5%	5.1%	5.3%
9=Don't know	1.4%	1.6%	2.2%	2.7%	2.7%	16.0%	2.8%	3.4%	3.2%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q6b Quality of fire services

5=Very satisfied	27.1%	37.3%	25.0%	28.3%	26.5%	22.1%	25.6%	27.8%	27.1%
4=Satisfied	44.9%	34.9%	51.9%	48.9%	50.6%	42.3%	50.2%	48.5%	48.9%
3=Neutral	15.9%	19.8%	17.2%	14.6%	13.3%	13.5%	13.3%	14.7%	14.4%
2=Dissatisfied	2.9%	0.8%	0.4%	1.3%	1.0%	0.6%	0.7%	1.1%	1.1%
1=Very dissatisfied	1.0%	4.0%	1.5%	0.3%	0.5%	0.6%	1.0%	0.6%	0.7%
9=Don't know	8.2%	3.2%	4.1%	6.6%	8.1%	20.9%	9.2%	7.3%	7.8%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q6c Quality of local emergency/medical ambulance services

5=Very satisfied	26.6%	36.5%	25.0%	25.5%	26.9%	24.5%	26.5%	26.9%	26.7%
4=Satisfied	41.5%	34.1%	46.3%	46.3%	44.2%	38.7%	44.0%	43.9%	44.0%
3=Neutral	16.4%	17.5%	18.3%	16.0%	15.8%	14.1%	15.8%	16.2%	16.1%
2=Dissatisfied	4.8%	3.2%	2.6%	2.2%	1.9%	0.6%	2.2%	2.2%	2.2%
1=Very dissatisfied	2.4%	4.8%	1.9%	0.5%	0.8%	0.6%	1.1%	1.1%	1.1%
9=Don't know	8.2%	4.0%	6.0%	9.4%	10.4%	21.5%	10.4%	9.7%	9.9%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q6d Quality of animal care & control services

5=Very satisfied	11.1%	18.3%	8.6%	7.8%	10.5%	10.4%	8.6%	10.4%	10.0%
4=Satisfied	35.7%	28.6%	31.0%	33.1%	33.9%	28.2%	29.8%	34.4%	33.1%
3=Neutral	25.1%	23.0%	27.2%	30.8%	26.4%	19.0%	28.9%	26.4%	27.0%
2=Dissatisfied	11.1%	6.3%	11.9%	9.7%	7.3%	4.9%	7.9%	8.5%	8.4%
1=Very dissatisfied	7.2%	11.9%	7.8%	5.0%	4.8%	4.3%	6.4%	5.1%	5.5%
9=Don't know	9.7%	11.9%	13.4%	13.6%	17.1%	33.1%	18.5%	15.2%	16.1%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q6e Quality of the County's emergency preparedness services

5=Very satisfied	16.4%	21.4%	12.7%	14.5%	17.1%	12.3%	17.0%	15.7%	16.0%
4=Satisfied	38.2%	31.7%	41.8%	41.7%	38.0%	30.1%	37.8%	39.0%	38.6%
3=Neutral	23.2%	22.2%	25.0%	25.1%	23.8%	20.9%	24.2%	23.6%	24.0%
2=Dissatisfied	10.6%	11.1%	7.1%	8.4%	8.8%	8.0%	9.4%	8.6%	8.7%
1=Very dissatisfied	6.3%	7.9%	5.6%	4.5%	3.2%	4.9%	3.5%	4.5%	4.2%
9=Don't know	5.3%	5.6%	7.8%	5.8%	9.2%	23.9%	8.1%	8.7%	8.6%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q6f Police efforts to prevent property crime

5=Very satisfied	12.6%	15.1%	6.7%	10.2%	11.0%	14.1%	10.5%	11.0%	10.9%
4=Satisfied	32.9%	35.7%	34.7%	34.5%	35.3%	25.8%	33.3%	35.1%	34.4%
3=Neutral	24.2%	20.6%	29.9%	30.3%	28.6%	24.5%	28.5%	28.0%	28.3%
2=Dissatisfied	13.0%	12.7%	16.0%	14.1%	12.2%	8.6%	14.1%	12.5%	12.9%
1=Very dissatisfied	12.6%	13.5%	7.8%	6.6%	6.5%	7.4%	7.0%	7.3%	7.3%
9=Don't know	4.8%	2.4%	4.9%	4.3%	6.5%	19.6%	6.7%	6.1%	6.2%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q6g Police efforts to prevent violent crime

5=Very satisfied	12.6%	19.0%	9.0%	11.1%	11.9%	14.1%	11.6%	12.0%	11.9%
4=Satisfied	33.3%	35.7%	35.8%	37.1%	35.7%	30.1%	36.3%	35.6%	35.6%
3=Neutral	24.2%	18.3%	32.5%	31.0%	29.2%	20.2%	27.6%	29.1%	28.7%
2=Dissatisfied	13.5%	12.7%	11.2%	11.1%	9.9%	7.4%	10.8%	10.3%	10.5%
1=Very dissatisfied	10.1%	11.9%	6.7%	4.5%	4.8%	7.4%	5.6%	5.6%	5.7%
9=Don't know	6.3%	2.4%	4.9%	5.0%	8.4%	20.9%	8.1%	7.4%	7.6%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q6h Courtesy, respectfulness, fairness of police officers

5=Very satisfied	10.1%	19.0%	10.4%	12.2%	12.6%	16.6%	10.8%	13.3%	12.6%
4=Satisfied	32.4%	26.2%	33.6%	33.2%	35.2%	28.8%	32.8%	34.2%	33.7%
3=Neutral	24.6%	23.0%	27.2%	29.1%	26.1%	19.6%	26.2%	26.6%	26.4%
2=Dissatisfied	15.9%	14.3%	11.6%	13.6%	12.7%	9.2%	14.5%	12.3%	12.9%
1=Very dissatisfied	13.5%	12.7%	14.2%	8.0%	8.9%	9.8%	10.9%	9.0%	9.6%
9=Don't know	3.4%	4.8%	3.0%	3.9%	4.6%	16.0%	4.9%	4.6%	4.8%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q6i Enforcement of local traffic laws

5=Very satisfied	8.7%	16.7%	9.0%	8.9%	10.0%	12.9%	9.7%	10.0%	10.0%
4=Satisfied	34.8%	28.6%	26.1%	34.0%	32.3%	25.2%	30.7%	32.4%	31.9%
3=Neutral	21.3%	23.8%	31.0%	26.9%	24.6%	20.9%	25.3%	25.4%	25.3%
2=Dissatisfied	15.5%	14.3%	16.4%	14.7%	17.1%	11.0%	15.8%	16.0%	15.9%
1=Very dissatisfied	17.9%	12.7%	14.2%	13.6%	11.7%	12.9%	14.4%	12.1%	12.9%
9=Don't know	1.9%	4.0%	3.4%	1.8%	4.3%	17.2%	4.2%	4.1%	4.1%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q6j Access to police during emergencies

5=Very satisfied	13.5%	19.8%	13.8%	12.3%	13.7%	13.5%	12.8%	13.9%	13.6%
4=Satisfied	35.7%	32.5%	36.2%	38.8%	35.1%	30.7%	35.2%	36.3%	35.8%
3=Neutral	22.7%	21.4%	29.1%	26.0%	27.1%	23.3%	25.4%	26.4%	26.3%
2=Dissatisfied	9.2%	9.5%	7.5%	8.2%	7.6%	4.9%	9.8%	7.1%	7.8%
1=Very dissatisfied	11.1%	9.5%	5.2%	4.8%	4.5%	4.3%	4.6%	5.3%	5.2%
9=Don't know	7.7%	7.1%	8.2%	10.0%	11.9%	23.3%	12.1%	10.9%	11.2%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q6k Access to police during non-emergencies

5=Very satisfied	9.2%	15.1%	11.9%	10.3%	10.8%	13.5%	11.1%	10.9%	11.0%
4=Satisfied	30.9%	29.4%	27.2%	33.8%	32.5%	27.6%	29.8%	32.8%	31.9%
3=Neutral	31.9%	25.4%	32.1%	30.1%	30.9%	21.5%	31.3%	29.8%	30.2%
2=Dissatisfied	9.7%	11.9%	12.3%	11.9%	9.3%	9.2%	11.1%	10.0%	10.3%
1=Very dissatisfied	10.1%	10.3%	8.6%	7.0%	6.1%	6.7%	6.7%	7.1%	7.0%
9=Don't know	8.2%	7.9%	7.8%	6.9%	10.4%	21.5%	9.9%	9.4%	9.6%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q6a Quality of police services

5=Very satisfied	13.2%	20.2%	11.5%	15.2%	15.7%	15.3%	12.8%	16.0%	15.2%
4=Satisfied	44.1%	37.1%	43.9%	48.3%	47.9%	48.2%	49.1%	46.4%	47.0%
3=Neutral	20.1%	19.4%	27.9%	19.7%	21.4%	19.0%	20.8%	21.3%	21.2%
2=Dissatisfied	13.2%	12.9%	11.5%	11.7%	10.4%	10.9%	11.7%	11.1%	11.1%
1=Very dissatisfied	9.3%	10.5%	5.3%	5.2%	4.7%	6.6%	5.7%	5.3%	5.5%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q6b Quality of fire services

5=Very satisfied	29.5%	38.5%	26.1%	30.3%	28.8%	27.9%	28.1%	30.0%	29.4%
4=Satisfied	48.9%	36.1%	54.1%	52.4%	55.0%	53.5%	55.3%	52.3%	53.0%
3=Neutral	17.4%	20.5%	17.9%	15.7%	14.5%	17.1%	14.7%	15.8%	15.6%
2=Dissatisfied	3.2%	0.8%	0.4%	1.4%	1.1%	0.8%	0.8%	1.2%	1.2%
1=Very dissatisfied	1.1%	4.1%	1.6%	0.3%	0.5%	0.8%	1.1%	0.7%	0.8%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q6c Quality of local emergency/medical ambulance services

5=Very satisfied	28.9%	38.0%	26.6%	28.1%	30.1%	31.3%	29.6%	29.8%	29.6%
4=Satisfied	45.3%	35.5%	49.2%	51.1%	49.3%	49.2%	49.1%	48.6%	48.9%
3=Neutral	17.9%	18.2%	19.4%	17.7%	17.6%	18.0%	17.6%	17.9%	17.8%
2=Dissatisfied	5.3%	3.3%	2.8%	2.4%	2.1%	0.8%	2.5%	2.4%	2.5%
1=Very dissatisfied	2.6%	5.0%	2.0%	0.6%	0.9%	0.8%	1.2%	1.2%	1.2%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q6d Quality of animal care & control services

5=Very satisfied	12.3%	20.7%	9.9%	9.0%	12.7%	15.6%	10.5%	12.2%	11.9%
4=Satisfied	39.6%	32.4%	35.8%	38.3%	40.9%	42.2%	36.6%	40.5%	39.4%
3=Neutral	27.8%	26.1%	31.5%	35.6%	31.9%	28.4%	35.4%	31.2%	32.1%
2=Dissatisfied	12.3%	7.2%	13.8%	11.2%	8.8%	7.3%	9.7%	10.0%	10.0%
1=Very dissatisfied	8.0%	13.5%	9.1%	5.8%	5.8%	6.4%	7.8%	6.0%	6.6%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q6e Quality of the County's emergency preparedness services

5=Very satisfied	17.3%	22.7%	13.8%	15.4%	18.9%	16.1%	18.5%	17.2%	17.5%
4=Satisfied	40.3%	33.6%	45.3%	44.2%	41.8%	39.5%	41.1%	42.7%	42.2%
3=Neutral	24.5%	23.5%	27.1%	26.6%	26.2%	27.4%	26.3%	25.8%	26.2%
2=Dissatisfied	11.2%	11.8%	7.7%	8.9%	9.6%	10.5%	10.2%	9.4%	9.5%
1=Very dissatisfied	6.6%	8.4%	6.1%	4.8%	3.5%	6.5%	3.9%	4.9%	4.6%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q6f Police efforts to prevent property crime

5=Very satisfied	13.2%	15.4%	7.1%	10.7%	11.8%	17.6%	11.3%	11.7%	11.6%
4=Satisfied	34.5%	36.6%	36.5%	36.1%	37.7%	32.1%	35.6%	37.4%	36.7%
3=Neutral	25.4%	21.1%	31.4%	31.6%	30.5%	30.5%	30.5%	29.8%	30.1%
2=Dissatisfied	13.7%	13.0%	16.9%	14.7%	13.1%	10.7%	15.1%	13.3%	13.8%
1=Very dissatisfied	13.2%	13.8%	8.2%	6.9%	6.9%	9.2%	7.5%	7.8%	7.8%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q6g Police efforts to prevent violent crime

5=Very satisfied	13.4%	19.5%	9.4%	11.7%	13.0%	17.8%	12.6%	13.0%	12.9%
4=Satisfied	35.6%	36.6%	37.6%	39.1%	39.0%	38.0%	39.5%	38.4%	38.5%
3=Neutral	25.8%	18.7%	34.1%	32.7%	31.9%	25.6%	30.1%	31.5%	31.1%
2=Dissatisfied	14.4%	13.0%	11.8%	11.7%	10.8%	9.3%	11.7%	11.1%	11.4%
1=Very dissatisfied	10.8%	12.2%	7.1%	4.8%	5.3%	9.3%	6.1%	6.1%	6.2%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q6h Courtesy, respectfulness, fairness of police officers

5=Very satisfied	10.5%	20.0%	10.8%	12.7%	13.2%	19.7%	11.3%	14.0%	13.2%
4=Satisfied	33.5%	27.5%	34.6%	34.6%	36.9%	34.3%	34.4%	35.8%	35.4%
3=Neutral	25.5%	24.2%	28.1%	30.3%	27.3%	23.4%	27.5%	27.9%	27.7%
2=Dissatisfied	16.5%	15.0%	11.9%	14.1%	13.3%	10.9%	15.3%	12.9%	13.5%
1=Very dissatisfied	14.0%	13.3%	14.6%	8.3%	9.3%	11.7%	11.4%	9.5%	10.1%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q6i Enforcement of local traffic laws

5=Very satisfied	8.9%	17.4%	9.3%	9.1%	10.4%	15.6%	10.1%	10.4%	10.4%
4=Satisfied	35.5%	29.8%	27.0%	34.7%	33.8%	30.4%	32.0%	33.8%	33.2%
3=Neutral	21.7%	24.8%	32.0%	27.4%	25.7%	25.2%	26.4%	26.5%	26.4%
2=Dissatisfied	15.8%	14.9%	17.0%	15.0%	17.8%	13.3%	16.5%	16.7%	16.6%
1=Very dissatisfied	18.2%	13.2%	14.7%	13.8%	12.2%	15.6%	15.1%	12.6%	13.4%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q6j Access to police during emergencies

5=Very satisfied	14.7%	21.4%	15.0%	13.6%	15.6%	17.6%	14.6%	15.7%	15.3%
4=Satisfied	38.7%	35.0%	39.4%	43.1%	39.9%	40.0%	40.1%	40.8%	40.4%
3=Neutral	24.6%	23.1%	31.7%	28.9%	30.8%	30.4%	28.9%	29.6%	29.6%
2=Dissatisfied	9.9%	10.3%	8.1%	9.1%	8.7%	6.4%	11.1%	7.9%	8.8%
1=Very dissatisfied	12.0%	10.3%	5.7%	5.3%	5.1%	5.6%	5.3%	6.0%	5.9%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q6k Access to police during non-emergencies

5=Very satisfied	10.0%	16.4%	13.0%	11.1%	12.0%	17.2%	12.3%	12.0%	12.2%
4=Satisfied	33.7%	31.9%	29.6%	36.3%	36.2%	35.2%	33.1%	36.2%	35.3%
3=Neutral	34.7%	27.6%	34.8%	32.4%	34.5%	27.3%	34.7%	32.9%	33.4%
2=Dissatisfied	10.5%	12.9%	13.4%	12.8%	10.4%	11.7%	12.3%	11.1%	11.4%
1=Very dissatisfied	11.1%	11.2%	9.3%	7.5%	6.9%	8.6%	7.5%	7.8%	7.8%

Q7. Which TWO of the public safety and police services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q7 Public safety and police services

A=Police services	23.7%	14.3%	14.6%	13.3%	16.6%	9.2%	12.5%	16.4%	15.6%
B=Fire services	3.4%	4.8%	1.5%	1.2%	1.9%	1.2%	0.6%	2.1%	1.9%
C=Emergency/medical ambulance services	6.3%	5.6%	4.1%	3.2%	3.4%	2.5%	3.1%	3.8%	3.6%
D=Animal care & control services	11.6%	5.6%	5.6%	8.5%	7.9%	2.5%	7.1%	8.0%	7.7%
E=Emergency preparedness services	11.1%	9.5%	10.1%	14.4%	13.8%	8.0%	11.7%	13.2%	13.0%
F=Prevent property crime	19.8%	22.2%	25.0%	22.0%	24.3%	16.6%	21.4%	23.6%	23.0%
G=Prevent violent crime	18.8%	11.9%	16.4%	19.8%	14.8%	14.7%	17.1%	16.1%	16.3%

Q7. Which TWO of the public safety and police services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q7 Public safety and police services (Cont.)

H=Courtesy, respectfulness, fairness of police officers	18.4%	21.4%	26.1%	20.4%	18.4%	12.9%	22.2%	18.4%	19.4%
I=Enforcement of local traffic laws	26.1%	24.6%	24.6%	26.9%	22.8%	14.1%	26.0%	23.3%	23.8%
J=Access to police during emergencies	6.8%	8.7%	7.5%	9.3%	7.4%	2.5%	9.8%	6.9%	7.7%
K=Access to police during non-emergencies	6.8%	9.5%	9.3%	13.3%	8.4%	6.7%	9.8%	9.5%	9.6%
Z=No response	21.3%	28.6%	25.4%	20.6%	27.2%	52.1%	26.2%	26.7%	26.4%

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q8a My household is prepared for an emergency

5=Strongly agree	29.0%	23.0%	22.8%	23.8%	27.4%	22.7%	27.4%	25.4%	25.8%
4=Agree	43.5%	47.6%	48.9%	51.1%	46.7%	42.9%	49.0%	47.0%	47.6%
3=Neutral	11.1%	17.5%	16.4%	14.0%	12.8%	11.7%	13.8%	13.2%	13.4%
2=Disagree	7.2%	7.1%	8.2%	6.9%	8.5%	6.7%	6.0%	8.6%	7.8%
1=Strongly disagree	5.8%	3.2%	2.2%	2.7%	2.2%	1.2%	1.6%	2.8%	2.6%
9=Don't know	3.4%	1.6%	1.5%	1.6%	2.4%	14.7%	2.2%	3.0%	2.8%

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q8b I know where to get information during an emergency

5=Strongly agree	26.1%	27.8%	21.6%	23.0%	24.7%	24.5%	24.2%	24.4%	24.2%
4=Agree	47.8%	50.0%	52.2%	54.6%	51.8%	47.2%	53.2%	51.3%	51.9%
3=Neutral	10.6%	11.9%	14.9%	14.1%	11.5%	10.4%	12.8%	12.1%	12.3%
2=Disagree	7.2%	3.2%	4.5%	5.2%	6.3%	3.7%	5.4%	5.9%	5.7%
1=Strongly disagree	3.9%	2.4%	3.0%	1.6%	1.7%	1.2%	1.0%	2.2%	1.9%
9=Don't know	4.3%	4.8%	3.7%	1.6%	4.0%	12.9%	3.4%	4.1%	3.9%

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements:

N=3148

	Q10 How frequently do you use mass transit						Timing		Total
	Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	
<u>Q8c Feel safe walking alone during the day in my neighborhood</u>									
5=Strongly agree	32.4%	30.2%	26.1%	32.2%	33.3%	27.0%	30.6%	32.4%	31.9%
4=Agree	42.0%	42.9%	46.3%	47.6%	44.9%	42.3%	46.0%	45.1%	45.3%
3=Neutral	11.1%	8.7%	15.3%	11.3%	12.0%	9.8%	13.1%	11.3%	11.8%
2=Disagree	6.3%	7.9%	7.1%	4.8%	5.5%	6.7%	5.6%	5.7%	5.7%
1=Strongly disagree	5.8%	7.1%	3.0%	3.4%	2.5%	2.5%	3.2%	3.2%	3.2%
9=Don't know	2.4%	3.2%	2.2%	0.8%	1.7%	11.7%	1.6%	2.3%	2.2%

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q8d Feel safe walking alone during the evening in my neighborhood

5=Strongly agree	19.8%	18.3%	11.9%	16.9%	18.4%	15.3%	18.0%	17.1%	17.4%
4=Agree	32.4%	27.0%	35.8%	35.1%	31.4%	35.0%	33.5%	32.3%	32.8%
3=Neutral	14.5%	18.3%	20.5%	21.6%	21.4%	16.0%	19.3%	21.1%	20.5%
2=Disagree	16.9%	19.8%	16.8%	18.1%	17.6%	12.9%	17.2%	17.7%	17.5%
1=Strongly disagree	14.0%	11.9%	12.3%	7.0%	8.4%	6.7%	9.0%	8.7%	8.8%
9=Don't know	2.4%	4.8%	2.6%	1.3%	2.9%	14.1%	2.9%	3.1%	3.1%

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit							Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember		Pre Hurricane	After	
1	2	3	4	5	9		1	2	

Q8a My household is prepared for an emergency

5=Strongly agree	30.0%	23.4%	23.1%	24.2%	28.1%	26.6%	28.0%	26.2%	26.5%
4=Agree	45.0%	48.4%	49.6%	51.9%	47.8%	50.4%	50.1%	48.4%	49.0%
3=Neutral	11.5%	17.7%	16.7%	14.2%	13.1%	13.7%	14.1%	13.6%	13.8%
2=Disagree	7.5%	7.3%	8.3%	7.0%	8.7%	7.9%	6.1%	8.8%	8.1%
1=Strongly disagree	6.0%	3.2%	2.3%	2.8%	2.3%	1.4%	1.6%	2.9%	2.6%

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit							Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember		Pre Hurricane	After	
1	2	3	4	5	9		1	2	

Q8b I know where to get information during an emergency

5=Strongly agree	27.3%	29.2%	22.5%	23.4%	25.7%	28.2%	25.1%	25.4%	25.2%
4=Agree	50.0%	52.5%	54.3%	55.5%	53.9%	54.2%	55.1%	53.5%	54.0%
3=Neutral	11.1%	12.5%	15.5%	14.3%	12.0%	12.0%	13.3%	12.7%	12.8%
2=Disagree	7.6%	3.3%	4.7%	5.3%	6.6%	4.2%	5.6%	6.2%	5.9%
1=Strongly disagree	4.0%	2.5%	3.1%	1.6%	1.8%	1.4%	1.0%	2.3%	2.0%

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit							Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9		Pre Hurricane 1	After 2	

Q8c Feel safe walking alone during the day in my neighborhood

5=Strongly agree	33.2%	31.1%	26.7%	32.5%	33.9%	30.6%	31.1%	33.2%	32.6%
4=Agree	43.1%	44.3%	47.3%	48.0%	45.7%	47.9%	46.7%	46.1%	46.3%
3=Neutral	11.4%	9.0%	15.6%	11.3%	12.2%	11.1%	13.3%	11.6%	12.0%
2=Disagree	6.4%	8.2%	7.3%	4.8%	5.6%	7.6%	5.7%	5.8%	5.8%
1=Strongly disagree	5.9%	7.4%	3.1%	3.4%	2.6%	2.8%	3.2%	3.3%	3.2%

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit							Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9		Pre Hurricane 1	After 2	

Q8d Feel safe walking alone during the evening in my neighborhood

5=Strongly agree	20.3%	19.2%	12.3%	17.2%	18.9%	17.9%	18.5%	17.6%	18.0%
4=Agree	33.2%	28.3%	36.8%	35.5%	32.3%	40.7%	34.5%	33.3%	33.8%
3=Neutral	14.9%	19.2%	21.1%	21.9%	22.0%	18.6%	19.9%	21.8%	21.1%
2=Disagree	17.3%	20.8%	17.2%	18.3%	18.1%	15.0%	17.8%	18.3%	18.0%
1=Strongly disagree	14.4%	12.5%	12.6%	7.1%	8.6%	7.9%	9.3%	9.0%	9.1%

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q9a Maintenance of County streets

5=Very satisfied	7.7%	7.1%	4.1%	7.1%	9.0%	8.6%	7.6%	8.1%	7.9%
4=Satisfied	39.6%	34.9%	36.6%	40.4%	38.4%	35.6%	36.9%	39.2%	38.5%
3=Neutral	23.7%	26.2%	26.9%	24.2%	24.5%	16.0%	25.9%	23.4%	24.2%
2=Dissatisfied	15.5%	14.3%	21.6%	19.3%	17.8%	17.2%	19.2%	17.8%	18.2%
1=Very dissatisfied	11.6%	14.3%	9.0%	7.5%	7.4%	9.2%	7.3%	8.6%	8.2%
9=Don't know	1.9%	3.2%	1.9%	1.6%	2.9%	13.5%	3.1%	2.9%	3.0%

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q9b Management of traffic flow on County streets

5=Very satisfied	4.8%	1.6%	2.2%	3.9%	3.7%	7.4%	3.7%	3.9%	3.8%
4=Satisfied	23.2%	27.8%	15.7%	23.2%	20.7%	19.6%	22.0%	21.1%	21.3%
3=Neutral	21.3%	19.8%	28.7%	24.8%	25.4%	23.3%	25.9%	24.4%	24.9%
2=Dissatisfied	28.5%	29.4%	28.0%	29.8%	29.4%	20.9%	27.1%	29.6%	28.9%
1=Very dissatisfied	21.7%	18.3%	22.0%	17.3%	17.3%	15.3%	17.8%	18.0%	17.9%
9=Don't know	0.5%	3.2%	3.4%	1.0%	3.4%	13.5%	3.4%	3.0%	3.1%

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q9c Traffic signal coordination during peak congestion times

5=Very satisfied	5.3%	4.0%	3.0%	4.4%	4.1%	8.0%	4.2%	4.5%	4.4%
4=Satisfied	24.2%	27.0%	17.5%	22.5%	22.3%	17.8%	23.6%	21.7%	22.0%
3=Neutral	23.7%	26.2%	28.4%	25.4%	25.8%	20.9%	27.0%	24.8%	25.5%
2=Dissatisfied	25.6%	16.7%	28.4%	27.4%	27.0%	26.4%	23.7%	27.7%	26.7%
1=Very dissatisfied	18.8%	21.4%	19.0%	17.7%	16.4%	14.1%	18.2%	16.8%	17.2%
9=Don't know	2.4%	4.8%	3.7%	2.6%	4.4%	12.9%	3.3%	4.5%	4.2%

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q9d Quality of public transit system

5=Very satisfied	13.0%	13.5%	6.0%	5.3%	3.0%	4.9%	4.2%	5.3%	5.0%
4=Satisfied	28.0%	32.5%	28.0%	24.6%	12.1%	19.0%	19.4%	18.5%	18.7%
3=Neutral	18.4%	16.7%	20.5%	27.8%	23.6%	20.2%	24.0%	23.3%	23.6%
2=Dissatisfied	16.4%	17.5%	21.6%	18.2%	11.9%	15.3%	15.5%	14.9%	15.0%
1=Very dissatisfied	23.7%	18.3%	20.9%	15.3%	11.2%	11.7%	15.3%	13.8%	14.2%
9=Don't know	0.5%	1.6%	3.0%	8.8%	38.2%	28.8%	21.6%	24.2%	23.5%

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q9e Ease of finding out which trains & buses to take

5=Very satisfied	14.0%	14.3%	5.6%	6.7%	3.8%	6.1%	6.1%	5.9%	5.9%
4=Satisfied	32.4%	33.3%	30.6%	24.3%	12.5%	17.8%	18.2%	19.6%	19.3%
3=Neutral	24.6%	24.6%	25.7%	30.7%	24.9%	23.3%	27.1%	26.0%	26.3%
2=Dissatisfied	13.5%	13.5%	19.0%	17.3%	10.6%	7.4%	13.7%	13.1%	13.1%
1=Very dissatisfied	13.5%	12.7%	13.1%	10.0%	8.1%	12.9%	11.7%	9.0%	9.8%
9=Don't know	1.9%	1.6%	6.0%	11.0%	40.2%	32.5%	23.1%	26.4%	25.7%

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q9f Availability of sidewalks for pedestrians

5=Very satisfied	7.7%	11.1%	4.9%	7.1%	7.0%	8.6%	7.1%	7.2%	7.1%
4=Satisfied	43.0%	37.3%	31.3%	37.3%	34.8%	25.8%	33.7%	36.1%	35.3%
3=Neutral	17.4%	23.0%	27.6%	27.2%	26.2%	25.2%	25.8%	25.8%	25.8%
2=Dissatisfied	14.5%	14.3%	20.1%	15.5%	14.6%	11.7%	15.2%	15.1%	15.2%
1=Very dissatisfied	15.0%	12.7%	13.4%	10.2%	8.4%	10.4%	11.6%	9.4%	10.0%
9=Don't know	2.4%	1.6%	2.6%	2.7%	9.0%	18.4%	6.6%	6.4%	6.7%

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q9g Miami International Airport services

5=Very satisfied	10.1%	9.5%	5.2%	8.5%	7.1%	8.0%	8.6%	7.3%	7.7%
4=Satisfied	31.9%	37.3%	31.7%	36.2%	38.3%	30.7%	35.6%	36.7%	36.4%
3=Neutral	28.0%	20.6%	28.4%	29.8%	25.4%	19.6%	26.9%	26.3%	26.4%
2=Dissatisfied	9.7%	7.9%	11.2%	12.3%	9.2%	12.3%	11.9%	9.8%	10.3%
1=Very dissatisfied	9.7%	11.1%	12.3%	6.9%	6.3%	9.2%	8.3%	7.2%	7.5%
9=Don't know	10.6%	13.5%	11.2%	6.3%	13.7%	20.2%	8.8%	12.7%	11.8%

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q9h Miami Seaport services

5=Very satisfied	7.7%	11.1%	5.6%	7.2%	6.1%	10.4%	8.1%	6.5%	6.9%
4=Satisfied	26.1%	24.6%	28.0%	31.0%	26.0%	19.6%	27.1%	27.1%	27.0%
3=Neutral	22.7%	25.4%	28.4%	29.2%	26.1%	22.1%	27.6%	26.3%	26.6%
2=Dissatisfied	3.4%	6.3%	4.5%	3.9%	2.3%	2.5%	2.8%	3.2%	3.1%
1=Very dissatisfied	6.3%	3.2%	4.5%	1.7%	1.4%	1.8%	2.3%	2.1%	2.2%
9=Don't know	33.8%	29.4%	29.1%	26.9%	38.1%	43.6%	32.0%	34.8%	34.2%

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q9a Maintenance of County streets

5=Very satisfied	7.9%	7.4%	4.2%	7.2%	9.3%	9.9%	7.8%	8.3%	8.2%
4=Satisfied	40.4%	36.1%	37.3%	41.0%	39.6%	41.1%	38.1%	40.4%	39.7%
3=Neutral	24.1%	27.0%	27.4%	24.6%	25.2%	18.4%	26.7%	24.1%	24.9%
2=Dissatisfied	15.8%	14.8%	22.1%	19.6%	18.3%	19.9%	19.8%	18.3%	18.7%
1=Very dissatisfied	11.8%	14.8%	9.1%	7.6%	7.7%	10.6%	7.6%	8.9%	8.5%

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q9b Management of traffic flow on County streets

5=Very satisfied	4.9%	1.6%	2.3%	3.9%	3.9%	8.5%	3.8%	4.0%	3.9%
4=Satisfied	23.3%	28.7%	16.2%	23.4%	21.5%	22.7%	22.8%	21.8%	22.0%
3=Neutral	21.4%	20.5%	29.7%	25.1%	26.3%	27.0%	26.8%	25.1%	25.7%
2=Dissatisfied	28.6%	30.3%	29.0%	30.1%	30.5%	24.1%	28.1%	30.5%	29.8%
1=Very dissatisfied	21.8%	18.9%	22.8%	17.5%	17.9%	17.7%	18.5%	18.5%	18.5%

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q9c Traffic signal coordination during peak congestion times

5=Very satisfied	5.4%	4.2%	3.1%	4.5%	4.3%	9.2%	4.3%	4.7%	4.5%
4=Satisfied	24.8%	28.3%	18.2%	23.1%	23.4%	20.4%	24.4%	22.7%	23.0%
3=Neutral	24.3%	27.5%	29.5%	26.0%	26.9%	23.9%	27.9%	26.0%	26.6%
2=Dissatisfied	26.2%	17.5%	29.5%	28.2%	28.2%	30.3%	24.5%	29.0%	27.9%
1=Very dissatisfied	19.3%	22.5%	19.8%	18.2%	17.1%	16.2%	18.8%	17.6%	17.9%

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q9d Quality of public transit system

5=Very satisfied	13.1%	13.7%	6.2%	5.8%	4.8%	6.9%	5.3%	7.0%	6.5%
4=Satisfied	28.2%	33.1%	28.8%	27.0%	19.6%	26.7%	24.8%	24.4%	24.5%
3=Neutral	18.4%	16.9%	21.2%	30.5%	38.3%	28.4%	30.6%	30.8%	30.9%
2=Dissatisfied	16.5%	17.7%	22.3%	20.0%	19.2%	21.6%	19.8%	19.6%	19.6%
1=Very dissatisfied	23.8%	18.5%	21.5%	16.7%	18.2%	16.4%	19.5%	18.2%	18.5%

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q9e Ease of finding out which trains & buses to take

5=Very satisfied	14.3%	14.5%	6.0%	7.6%	6.3%	9.1%	7.9%	8.0%	7.9%
4=Satisfied	33.0%	33.9%	32.5%	27.3%	20.9%	26.4%	23.7%	26.7%	26.0%
3=Neutral	25.1%	25.0%	27.4%	34.4%	41.6%	34.5%	35.3%	35.4%	35.3%
2=Dissatisfied	13.8%	13.7%	20.2%	19.5%	17.7%	10.9%	17.8%	17.8%	17.6%
1=Very dissatisfied	13.8%	12.9%	13.9%	11.2%	13.5%	19.1%	15.3%	12.2%	13.1%

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q9f Availability of sidewalks for pedestrians

5=Very satisfied	7.9%	11.3%	5.0%	7.3%	7.7%	10.5%	7.6%	7.7%	7.7%
4=Satisfied	44.1%	37.9%	32.2%	38.3%	38.2%	31.6%	36.1%	38.5%	37.8%
3=Neutral	17.8%	23.4%	28.4%	27.9%	28.8%	30.8%	27.6%	27.5%	27.6%
2=Dissatisfied	14.9%	14.5%	20.7%	16.0%	16.1%	14.3%	16.2%	16.1%	16.2%
1=Very dissatisfied	15.3%	12.9%	13.8%	10.5%	9.2%	12.8%	12.4%	10.0%	10.7%

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q9g Miami International Airport services

5=Very satisfied	11.4%	11.0%	5.9%	9.1%	8.3%	10.0%	9.4%	8.3%	8.7%
4=Satisfied	35.7%	43.1%	35.7%	38.7%	44.4%	38.5%	39.0%	42.1%	41.2%
3=Neutral	31.4%	23.9%	31.9%	31.8%	29.4%	24.6%	29.5%	30.1%	29.9%
2=Dissatisfied	10.8%	9.2%	12.6%	13.1%	10.6%	15.4%	13.0%	11.2%	11.6%
1=Very dissatisfied	10.8%	12.8%	13.9%	7.3%	7.3%	11.5%	9.1%	8.3%	8.5%

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q9h Miami Seaport services

5=Very satisfied	11.7%	15.7%	7.9%	9.9%	9.9%	18.5%	11.9%	10.0%	10.5%
4=Satisfied	39.4%	34.8%	39.5%	42.5%	42.0%	34.8%	39.9%	41.6%	41.1%
3=Neutral	34.3%	36.0%	40.0%	40.0%	42.1%	39.1%	40.6%	40.3%	40.4%
2=Dissatisfied	5.1%	9.0%	6.3%	5.3%	3.7%	4.3%	4.1%	4.9%	4.7%
1=Very dissatisfied	9.5%	4.5%	6.3%	2.3%	2.3%	3.3%	3.4%	3.2%	3.3%

Q10. How frequently do you use mass transit (buses/trains) in Miami-Dade County?

N=3148

Q10 How frequently do you use mass transit							Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember		Pre Hurricane	After	
1	2	3	4	5	9		1	2	

Q10 How frequently do you use mass transit

1=Almost every day	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	6.8%	6.6%
2=1-3 times a week	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	3.8%	4.1%	4.0%
3=1-3 times a month	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	9.0%	8.3%	8.5%
4=Less than once a month	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	26.9%	23.8%	24.6%
5=Never	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	47.4%	52.3%	51.2%
9=Don't remember	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	7.0%	4.6%	5.2%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q11a Bus routes

5=Very satisfied	16.4%	14.3%	7.5%	4.0%	2.4%	6.1%	4.4%	5.0%	4.8%
4=Satisfied	36.7%	35.7%	28.1%	21.2%	5.5%	11.0%	12.5%	15.7%	14.8%
3=Neutral	11.1%	19.0%	24.7%	22.9%	16.4%	22.1%	22.6%	17.4%	18.8%
2=Dissatisfied	15.5%	17.5%	19.5%	15.3%	5.2%	9.2%	12.2%	9.6%	10.2%
1=Very dissatisfied	14.0%	7.9%	10.1%	7.6%	6.7%	5.5%	7.0%	7.7%	7.7%
9=Don't know	6.3%	5.6%	10.1%	29.0%	63.8%	46.0%	41.3%	44.6%	43.7%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q11b Frequency of bus service

5=Very satisfied	5.8%	9.5%	2.6%	2.8%	1.8%	4.3%	1.8%	3.2%	2.8%
4=Satisfied	21.3%	20.6%	23.9%	16.3%	4.2%	6.7%	9.3%	11.3%	10.8%
3=Neutral	16.9%	25.4%	26.9%	25.0%	15.6%	19.0%	24.8%	17.5%	19.5%
2=Dissatisfied	27.1%	25.4%	23.5%	17.2%	7.0%	13.5%	13.7%	13.4%	13.3%
1=Very dissatisfied	22.2%	12.7%	11.2%	9.3%	7.4%	9.2%	8.8%	9.5%	9.5%
9=Don't know	6.8%	6.3%	11.9%	29.4%	63.9%	47.2%	41.6%	45.1%	44.1%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q11c Reliability of bus service

5=Very satisfied	9.2%	8.7%	2.6%	3.1%	2.2%	4.3%	3.2%	3.3%	3.3%
4=Satisfied	20.3%	22.2%	27.6%	20.8%	5.3%	10.4%	11.0%	13.6%	13.0%
3=Neutral	19.3%	31.0%	30.2%	26.9%	16.9%	20.2%	25.4%	20.1%	21.4%
2=Dissatisfied	22.2%	19.0%	18.3%	11.9%	5.3%	11.0%	10.4%	9.9%	10.0%
1=Very dissatisfied	20.3%	11.9%	9.0%	6.7%	5.0%	4.9%	6.8%	6.9%	7.1%
9=Don't know	8.7%	7.1%	12.3%	30.5%	65.2%	49.1%	43.2%	46.2%	45.3%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q11d Feeling of safety at the bus stops

5=Very satisfied	9.2%	8.7%	4.9%	3.5%	1.7%	6.1%	3.2%	3.4%	3.4%
4=Satisfied	28.5%	28.6%	28.4%	22.6%	6.5%	14.1%	13.1%	15.8%	15.0%
3=Neutral	30.0%	29.4%	29.1%	28.5%	19.2%	20.9%	26.7%	22.5%	23.5%
2=Dissatisfied	12.6%	18.3%	17.5%	10.6%	4.5%	9.2%	9.9%	8.0%	8.4%
1=Very dissatisfied	11.6%	8.7%	8.6%	6.1%	3.9%	3.7%	6.1%	5.1%	5.5%
9=Don't know	8.2%	6.3%	11.6%	28.7%	64.2%	46.0%	41.1%	45.2%	44.1%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q11e Cleanliness of buses

5=Very satisfied	9.2%	9.5%	6.0%	4.5%	2.0%	8.6%	3.7%	4.2%	4.1%
4=Satisfied	33.8%	31.7%	30.6%	28.2%	8.7%	14.7%	18.3%	18.0%	18.2%
3=Neutral	24.2%	27.0%	32.5%	27.0%	18.0%	18.4%	24.3%	21.7%	22.2%
2=Dissatisfied	15.9%	18.3%	15.3%	7.5%	2.7%	7.4%	8.2%	6.2%	6.7%
1=Very dissatisfied	9.2%	7.1%	6.0%	3.2%	1.9%	1.8%	2.8%	3.2%	3.3%
9=Don't know	7.7%	6.3%	9.7%	29.5%	66.7%	49.1%	42.7%	46.7%	45.5%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q11f Cleanliness of bus stops

5=Very satisfied	6.8%	2.4%	4.5%	3.6%	2.0%	5.5%	2.8%	3.2%	3.1%
4=Satisfied	33.3%	26.2%	25.7%	25.0%	8.5%	15.3%	17.5%	16.3%	16.7%
3=Neutral	22.7%	31.7%	31.7%	29.0%	18.4%	17.2%	24.8%	22.2%	22.9%
2=Dissatisfied	16.4%	20.6%	18.7%	10.7%	4.2%	9.2%	9.9%	8.4%	8.8%
1=Very dissatisfied	13.0%	11.1%	9.0%	4.8%	3.5%	4.3%	5.7%	4.9%	5.2%
9=Don't know	7.7%	7.9%	10.4%	26.9%	63.4%	48.5%	39.2%	44.9%	43.3%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q11g Courtesy of bus drivers

5=Very satisfied	12.1%	12.7%	10.4%	8.3%	2.2%	9.2%	6.2%	5.7%	5.8%
4=Satisfied	34.3%	32.5%	31.3%	28.3%	7.8%	13.5%	18.9%	17.5%	17.9%
3=Neutral	23.2%	27.8%	30.6%	25.4%	18.1%	20.2%	22.6%	21.4%	21.8%
2=Dissatisfied	12.1%	10.3%	10.1%	5.4%	2.5%	4.9%	5.3%	4.9%	4.9%
1=Very dissatisfied	10.1%	7.9%	6.3%	3.5%	2.1%	4.9%	3.4%	3.6%	3.7%
9=Don't know	8.2%	8.7%	11.2%	29.1%	67.3%	47.2%	43.5%	47.0%	45.9%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q11h Frequency of train service

5=Very satisfied	18.4%	14.3%	7.8%	9.6%	3.0%	6.7%	7.1%	6.7%	6.7%
4=Satisfied	34.8%	37.3%	38.4%	38.7%	10.6%	19.0%	26.9%	21.7%	23.0%
3=Neutral	16.4%	15.1%	25.7%	22.3%	16.8%	22.1%	18.2%	19.5%	19.1%
2=Dissatisfied	10.6%	6.3%	4.5%	5.3%	1.9%	6.1%	4.6%	3.7%	3.9%
1=Very dissatisfied	5.8%	4.8%	4.5%	2.3%	1.8%	1.2%	2.4%	2.3%	2.5%
9=Don't know	14.0%	22.2%	19.0%	21.9%	65.9%	44.8%	40.7%	46.2%	44.8%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q11i Reliability of train service

5=Very satisfied	18.4%	14.3%	9.0%	9.7%	3.2%	6.7%	6.2%	7.3%	6.9%
4=Satisfied	36.7%	34.9%	37.7%	42.9%	11.0%	20.2%	28.4%	22.8%	24.2%
3=Neutral	16.4%	18.3%	25.4%	21.3%	16.5%	20.9%	19.4%	18.5%	18.7%
2=Dissatisfied	9.7%	5.6%	4.1%	3.2%	1.6%	4.9%	3.4%	3.0%	3.0%
1=Very dissatisfied	4.8%	5.6%	1.9%	2.1%	1.6%	1.8%	2.1%	1.9%	2.1%
9=Don't know	14.0%	21.4%	22.0%	20.7%	66.2%	45.4%	40.5%	46.5%	45.0%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q11j Feeling of safety at the train stops

5=Very satisfied	16.4%	11.1%	5.6%	6.3%	2.9%	5.5%	4.6%	5.6%	5.3%
4=Satisfied	30.0%	24.6%	29.5%	34.9%	7.5%	16.0%	19.1%	18.8%	18.7%
3=Neutral	18.4%	20.6%	26.1%	24.8%	16.9%	19.0%	21.4%	19.4%	20.0%
2=Dissatisfied	14.0%	10.3%	13.4%	12.3%	4.1%	11.0%	11.9%	6.9%	8.2%
1=Very dissatisfied	7.2%	9.5%	4.1%	2.5%	3.0%	5.5%	3.9%	3.3%	3.6%
9=Don't know	14.0%	23.8%	21.3%	19.1%	65.7%	42.9%	39.1%	46.0%	44.2%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q11k Cleanliness of trains

5=Very satisfied	13.0%	9.5%	6.0%	5.8%	2.5%	5.5%	4.4%	4.9%	4.7%
4=Satisfied	30.4%	21.4%	26.5%	34.0%	9.4%	16.6%	20.4%	18.6%	19.2%
3=Neutral	19.8%	24.6%	31.3%	27.3%	17.3%	20.9%	23.3%	21.0%	21.6%
2=Dissatisfied	16.4%	11.1%	11.2%	10.5%	2.9%	9.8%	9.2%	6.4%	7.1%
1=Very dissatisfied	6.8%	10.3%	3.4%	3.1%	2.0%	3.1%	3.3%	2.9%	3.1%
9=Don't know	13.5%	23.0%	21.6%	19.3%	65.9%	44.2%	39.4%	46.2%	44.4%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q11l Cleanliness of train stops

5=Very satisfied	15.0%	10.3%	7.8%	6.6%	2.6%	6.1%	4.4%	5.8%	5.3%
4=Satisfied	33.8%	22.2%	29.1%	34.5%	9.9%	20.9%	22.5%	19.3%	20.2%
3=Neutral	21.7%	25.4%	30.2%	27.7%	17.8%	19.0%	23.2%	21.4%	21.9%
2=Dissatisfied	7.7%	9.5%	8.2%	9.1%	2.6%	7.4%	7.6%	4.9%	5.5%
1=Very dissatisfied	7.7%	9.5%	3.4%	2.7%	1.7%	2.5%	2.9%	2.6%	2.8%
9=Don't know	14.0%	23.0%	21.3%	19.4%	65.5%	44.2%	39.4%	45.9%	44.2%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q11m Ease of access to train stops

5=Very satisfied	14.5%	15.1%	7.5%	6.3%	2.8%	9.2%	4.6%	6.1%	5.7%
4=Satisfied	36.7%	31.0%	29.9%	33.8%	9.1%	14.7%	22.1%	19.0%	19.9%
3=Neutral	18.4%	20.6%	27.2%	24.5%	16.1%	19.6%	20.9%	19.2%	19.6%
2=Dissatisfied	9.7%	4.8%	10.4%	10.6%	3.1%	9.8%	7.7%	6.1%	6.4%
1=Very dissatisfied	7.7%	5.6%	4.9%	5.4%	3.7%	3.7%	5.7%	4.0%	4.6%
9=Don't know	13.0%	23.0%	20.1%	19.4%	65.2%	42.9%	38.9%	45.6%	43.8%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q11a Bus routes

5=Very satisfied	17.5%	15.1%	8.3%	5.6%	6.5%	11.4%	7.5%	9.0%	8.5%
4=Satisfied	39.2%	37.8%	31.3%	29.9%	15.3%	20.5%	21.3%	28.4%	26.3%
3=Neutral	11.9%	20.2%	27.5%	32.2%	45.5%	40.9%	38.5%	31.5%	33.3%
2=Dissatisfied	16.5%	18.5%	21.7%	21.5%	14.2%	17.0%	20.8%	17.3%	18.2%
1=Very dissatisfied	14.9%	8.4%	11.3%	10.7%	18.5%	10.2%	11.9%	13.9%	13.6%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q11b Frequency of bus service

5=Very satisfied	6.2%	10.2%	3.0%	4.0%	5.0%	8.1%	3.1%	5.8%	5.1%
4=Satisfied	22.8%	22.0%	27.1%	23.1%	11.7%	12.8%	15.9%	20.6%	19.3%
3=Neutral	18.1%	27.1%	30.5%	35.3%	43.4%	36.0%	42.5%	31.9%	34.9%
2=Dissatisfied	29.0%	27.1%	26.7%	24.4%	19.4%	25.6%	23.4%	24.4%	23.8%
1=Very dissatisfied	23.8%	13.6%	12.7%	13.2%	20.5%	17.4%	15.1%	17.3%	16.9%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q11c Reliability of bus service

5=Very satisfied	10.1%	9.4%	3.0%	4.5%	6.2%	8.4%	5.6%	6.2%	6.0%
4=Satisfied	22.2%	23.9%	31.5%	30.0%	15.3%	20.5%	19.4%	25.3%	23.7%
3=Neutral	21.2%	33.3%	34.5%	38.7%	48.7%	39.8%	44.7%	37.3%	39.1%
2=Dissatisfied	24.3%	20.5%	20.9%	17.1%	15.3%	21.7%	18.3%	18.4%	18.3%
1=Very dissatisfied	22.2%	12.8%	10.2%	9.7%	14.4%	9.6%	12.0%	12.9%	12.9%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q11d Feeling of safety at the bus stops

5=Very satisfied	10.0%	9.3%	5.5%	4.9%	4.7%	11.4%	5.4%	6.2%	6.1%
4=Satisfied	31.1%	30.5%	32.1%	31.8%	18.0%	26.1%	22.2%	28.8%	26.9%
3=Neutral	32.6%	31.4%	32.9%	39.9%	53.7%	38.6%	45.2%	41.1%	42.1%
2=Dissatisfied	13.7%	19.5%	19.8%	14.9%	12.7%	17.0%	16.8%	14.6%	15.1%
1=Very dissatisfied	12.6%	9.3%	9.7%	8.5%	10.9%	6.8%	10.4%	9.3%	9.9%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q11e Cleanliness of buses

5=Very satisfied	9.9%	10.2%	6.6%	6.4%	6.1%	16.9%	6.4%	7.9%	7.5%
4=Satisfied	36.6%	33.9%	33.9%	40.0%	26.1%	28.9%	32.0%	33.8%	33.4%
3=Neutral	26.2%	28.8%	36.0%	38.3%	54.0%	36.1%	42.4%	40.6%	40.8%
2=Dissatisfied	17.3%	19.5%	16.9%	10.6%	8.0%	14.5%	14.3%	11.6%	12.2%
1=Very dissatisfied	9.9%	7.6%	6.6%	4.6%	5.8%	3.6%	4.9%	6.0%	6.0%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q11f Cleanliness of bus stops

5=Very satisfied	7.3%	2.6%	5.0%	5.0%	5.6%	10.7%	4.6%	5.8%	5.5%
4=Satisfied	36.1%	28.4%	28.8%	34.2%	23.2%	29.8%	28.8%	29.6%	29.5%
3=Neutral	24.6%	34.5%	35.4%	39.6%	50.2%	33.3%	40.8%	40.4%	40.3%
2=Dissatisfied	17.8%	22.4%	20.8%	14.7%	11.5%	17.9%	16.3%	15.2%	15.5%
1=Very dissatisfied	14.1%	12.1%	10.0%	6.5%	9.5%	8.3%	9.5%	9.0%	9.2%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q11g Courtesy of bus drivers

5=Very satisfied	13.2%	13.9%	11.8%	11.7%	6.8%	17.4%	11.0%	10.8%	10.8%
4=Satisfied	37.4%	35.7%	35.3%	40.0%	23.9%	25.6%	33.5%	32.9%	33.0%
3=Neutral	25.3%	30.4%	34.5%	35.8%	55.2%	38.4%	40.0%	40.3%	40.2%
2=Dissatisfied	13.2%	11.3%	11.3%	7.7%	7.6%	9.3%	9.3%	9.2%	9.1%
1=Very dissatisfied	11.1%	8.7%	7.1%	4.9%	6.5%	9.3%	6.1%	6.7%	6.9%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q11h Frequency of train service

5=Very satisfied	21.3%	18.4%	9.7%	12.3%	8.7%	12.2%	12.0%	12.4%	12.1%
4=Satisfied	40.4%	48.0%	47.5%	49.5%	31.1%	34.4%	45.4%	40.3%	41.6%
3=Neutral	19.1%	19.4%	31.8%	28.5%	49.3%	40.0%	30.7%	36.2%	34.6%
2=Dissatisfied	12.4%	8.2%	5.5%	6.8%	5.6%	11.1%	7.8%	6.8%	7.1%
1=Very dissatisfied	6.7%	6.1%	5.5%	3.0%	5.3%	2.2%	4.1%	4.3%	4.5%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q11i Reliability of train service

5=Very satisfied	21.3%	18.2%	11.5%	12.2%	9.4%	12.4%	10.5%	13.6%	12.5%
4=Satisfied	42.7%	44.4%	48.3%	54.2%	32.5%	37.1%	47.6%	42.6%	44.1%
3=Neutral	19.1%	23.2%	32.5%	26.9%	48.9%	38.2%	32.6%	34.7%	34.1%
2=Dissatisfied	11.2%	7.1%	5.3%	4.1%	4.6%	9.0%	5.7%	5.6%	5.5%
1=Very dissatisfied	5.6%	7.1%	2.4%	2.6%	4.6%	3.4%	3.5%	3.5%	3.8%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q11j Feeling of safety at the train stops

5=Very satisfied	19.1%	14.6%	7.1%	7.8%	8.3%	9.7%	7.6%	10.4%	9.5%
4=Satisfied	34.8%	32.3%	37.4%	43.2%	21.9%	28.0%	31.3%	34.8%	33.5%
3=Neutral	21.3%	27.1%	33.2%	30.7%	49.2%	33.3%	35.1%	36.0%	35.8%
2=Dissatisfied	16.3%	13.5%	17.1%	15.2%	11.9%	19.4%	19.5%	12.8%	14.6%
1=Very dissatisfied	8.4%	12.5%	5.2%	3.0%	8.7%	9.7%	6.4%	6.1%	6.5%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q11k Cleanliness of trains

5=Very satisfied	15.1%	12.4%	7.6%	7.2%	7.3%	9.9%	7.3%	9.2%	8.5%
4=Satisfied	35.2%	27.8%	33.8%	42.1%	27.7%	29.7%	33.7%	34.5%	34.5%
3=Neutral	22.9%	32.0%	40.0%	33.8%	50.6%	37.4%	38.5%	39.0%	38.8%
2=Dissatisfied	19.0%	14.4%	14.3%	13.0%	8.6%	17.6%	15.1%	11.9%	12.7%
1=Very dissatisfied	7.8%	13.4%	4.3%	3.8%	5.8%	5.5%	5.4%	5.3%	5.5%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q11 Cleanliness of train stops

5=Very satisfied	17.4%	13.4%	10.0%	8.2%	7.6%	11.0%	7.3%	10.7%	9.6%
4=Satisfied	39.3%	28.9%	37.0%	42.9%	28.6%	37.4%	37.1%	35.8%	36.2%
3=Neutral	25.3%	33.0%	38.4%	34.3%	51.4%	34.1%	38.3%	39.6%	39.2%
2=Dissatisfied	9.0%	12.4%	10.4%	11.2%	7.6%	13.2%	12.5%	9.1%	9.9%
1=Very dissatisfied	9.0%	12.4%	4.3%	3.4%	4.9%	4.4%	4.8%	4.9%	5.1%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q11m Ease of access to train stops

5=Very satisfied	16.7%	19.6%	9.3%	7.9%	8.0%	16.1%	7.6%	11.3%	10.1%
4=Satisfied	42.2%	40.2%	37.4%	41.9%	26.0%	25.8%	36.2%	34.9%	35.4%
3=Neutral	21.1%	26.8%	34.1%	30.3%	46.3%	34.4%	34.2%	35.3%	35.0%
2=Dissatisfied	11.1%	6.2%	13.1%	13.2%	8.9%	17.2%	12.6%	11.2%	11.4%
1=Very dissatisfied	8.9%	7.2%	6.1%	6.7%	10.7%	6.5%	9.4%	7.4%	8.1%

Q12. Which TWO of the mass transit services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q12 Mass transit services

A=Bus routes	20.3%	19.8%	26.1%	24.8%	12.2%	8.0%	17.4%	16.8%	17.1%
B=Frequency of bus service	35.7%	33.3%	32.8%	23.8%	13.2%	11.0%	18.7%	19.9%	19.7%
C=Reliability of bus service	19.3%	16.7%	11.6%	10.9%	4.5%	2.5%	9.0%	7.6%	8.0%
D=Feeling of safety at the bus stops	11.6%	14.3%	11.9%	11.5%	5.3%	5.5%	9.4%	7.8%	8.2%
E=Cleanliness of buses	6.3%	4.8%	7.5%	2.8%	1.1%	1.8%	1.7%	3.0%	2.6%
F=Cleanliness of bus stops	5.8%	8.7%	6.0%	2.8%	1.4%	1.2%	2.9%	2.6%	2.7%
G=Courtesy of bus drivers	6.3%	6.3%	6.3%	4.3%	1.9%	2.5%	2.4%	3.7%	3.4%
H=Frequency of train service	14.0%	10.3%	7.8%	10.6%	4.8%	4.9%	6.0%	7.9%	7.3%

Q12. Which TWO of the mass transit services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q12 Mass transit services (Cont.)

I=Reliability of train service	10.1%	2.4%	4.9%	2.7%	2.0%	1.2%	2.9%	3.0%	3.0%
J=Feeling of safety at the train stops	9.2%	12.7%	9.7%	13.8%	6.0%	8.6%	11.2%	7.8%	8.8%
K=Cleanliness of trains	8.2%	6.3%	5.6%	8.4%	2.0%	3.7%	5.6%	4.1%	4.5%
L=Cleanliness of train stops	2.9%	4.0%	1.5%	4.8%	1.2%	0.0%	2.7%	2.2%	2.3%
M=Ease of access to train stops	8.2%	2.4%	8.6%	13.1%	5.2%	2.5%	9.4%	6.7%	7.3%
Z=No response	19.8%	24.6%	27.6%	29.0%	67.9%	71.8%	48.0%	51.2%	50.2%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q13a Availability of services to seniors

5=Very satisfied	13.0%	14.3%	5.6%	4.7%	5.7%	5.6%	5.1%	6.7%	6.3%
4=Satisfied	23.7%	24.6%	22.8%	19.4%	19.2%	22.8%	19.6%	20.6%	20.3%
3=Neutral	19.3%	25.4%	26.9%	25.9%	19.5%	21.0%	21.4%	22.2%	22.0%
2=Dissatisfied	10.1%	7.9%	14.6%	9.1%	9.2%	12.3%	11.0%	9.4%	9.8%
1=Very dissatisfied	5.3%	7.9%	5.6%	3.4%	3.8%	3.7%	4.4%	4.1%	4.1%
9=Don't know	28.5%	19.8%	24.6%	37.6%	42.5%	34.6%	38.5%	37.0%	37.6%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q13b Availability of services to children

5=Very satisfied	8.2%	11.1%	4.5%	5.3%	5.8%	4.9%	4.8%	6.2%	5.9%
4=Satisfied	25.6%	22.2%	23.9%	18.4%	19.6%	21.5%	19.9%	20.3%	20.2%
3=Neutral	21.7%	28.6%	26.5%	26.9%	22.1%	25.8%	22.9%	24.8%	24.1%
2=Dissatisfied	7.2%	11.1%	13.8%	9.6%	8.3%	7.4%	10.5%	8.4%	9.1%
1=Very dissatisfied	5.8%	6.3%	4.9%	4.5%	4.5%	3.1%	4.4%	4.8%	4.6%
9=Don't know	31.4%	20.6%	26.5%	35.3%	39.9%	37.4%	37.5%	35.6%	36.1%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q13c Availability of services for persons with disabilities

5=Very satisfied	13.0%	15.9%	8.2%	5.8%	6.4%	6.1%	5.9%	7.7%	7.2%
4=Satisfied	24.2%	19.8%	23.1%	18.2%	19.1%	23.9%	20.0%	19.8%	19.8%
3=Neutral	16.9%	23.0%	25.4%	24.5%	21.0%	19.0%	20.8%	22.5%	21.9%
2=Dissatisfied	8.2%	11.1%	11.2%	9.2%	5.7%	8.0%	9.4%	6.8%	7.5%
1=Very dissatisfied	5.3%	5.6%	6.7%	4.1%	3.7%	4.9%	4.6%	4.3%	4.3%
9=Don't know	32.4%	24.6%	25.4%	38.2%	44.1%	38.0%	39.2%	38.9%	39.2%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q13d Availability of services to people on a low or fixed income

5=Very satisfied	9.2%	13.5%	5.2%	3.2%	3.8%	3.7%	4.3%	4.5%	4.5%
4=Satisfied	25.1%	16.7%	13.1%	12.8%	14.5%	18.4%	14.4%	15.3%	15.0%
3=Neutral	21.7%	23.0%	25.0%	24.2%	21.5%	20.2%	22.7%	22.4%	22.5%
2=Dissatisfied	11.6%	13.5%	18.3%	16.3%	12.2%	13.5%	13.6%	13.9%	13.8%
1=Very dissatisfied	7.2%	12.7%	14.2%	8.0%	7.2%	6.7%	8.6%	8.1%	8.2%
9=Don't know	25.1%	20.6%	24.3%	35.4%	40.8%	37.4%	36.4%	35.8%	36.1%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q13e Availability of affordable housing

5=Very satisfied	5.3%	7.1%	3.0%	2.1%	2.7%	3.1%	2.2%	3.3%	3.0%
4=Satisfied	17.4%	6.3%	9.7%	8.7%	8.7%	10.4%	9.7%	9.2%	9.3%
3=Neutral	18.8%	22.2%	22.0%	20.1%	19.5%	19.6%	20.0%	20.0%	19.9%
2=Dissatisfied	20.8%	23.0%	20.1%	22.6%	19.1%	18.4%	18.8%	20.7%	20.3%
1=Very dissatisfied	18.8%	23.8%	22.0%	19.5%	18.2%	14.1%	18.8%	18.8%	18.9%
9=Don't know	18.8%	17.5%	23.1%	27.0%	31.8%	34.4%	30.4%	28.0%	28.6%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q13f Overall quality of Health and Human Services

5=Very satisfied	6.3%	9.5%	2.6%	3.5%	3.9%	3.1%	3.1%	4.4%	4.0%
4=Satisfied	22.7%	18.3%	19.4%	13.8%	17.3%	16.6%	16.0%	17.2%	17.0%
3=Neutral	22.2%	30.2%	28.7%	32.0%	25.9%	26.4%	25.8%	28.4%	27.6%
2=Dissatisfied	16.4%	11.9%	16.0%	15.5%	12.5%	11.0%	15.8%	13.1%	13.7%
1=Very dissatisfied	10.1%	15.9%	11.9%	6.9%	6.6%	8.6%	8.6%	7.6%	7.8%
9=Don't know	22.2%	14.3%	21.3%	28.3%	33.8%	34.4%	30.8%	29.3%	29.9%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q13g Ease of finding information regarding Health & Human Services

5=Very satisfied	5.8%	7.9%	3.4%	3.4%	4.2%	5.5%	3.7%	4.5%	4.3%
4=Satisfied	23.2%	19.0%	22.0%	15.8%	16.8%	14.1%	16.5%	17.4%	17.3%
3=Neutral	24.2%	27.0%	25.4%	28.3%	25.6%	24.5%	24.2%	27.0%	26.1%
2=Dissatisfied	15.9%	15.1%	16.0%	16.2%	12.3%	11.7%	15.6%	13.3%	13.9%
1=Very dissatisfied	12.1%	15.9%	14.6%	8.0%	7.6%	11.7%	9.7%	9.0%	9.1%
9=Don't know	18.8%	15.1%	18.7%	28.3%	33.5%	32.5%	30.3%	28.8%	29.2%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q13a Availability of services to seniors

5=Very satisfied	18.2%	17.8%	7.4%	7.5%	9.9%	8.5%	8.3%	10.6%	10.0%
4=Satisfied	33.1%	30.7%	30.2%	31.1%	33.5%	34.9%	31.8%	32.7%	32.5%
3=Neutral	27.0%	31.7%	35.6%	41.5%	33.9%	32.1%	34.8%	35.2%	35.2%
2=Dissatisfied	14.2%	9.9%	19.3%	14.5%	16.1%	18.9%	17.9%	15.0%	15.7%
1=Very dissatisfied	7.4%	9.9%	7.4%	5.4%	6.6%	5.7%	7.2%	6.4%	6.6%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q13b Availability of services to children

5=Very satisfied	12.0%	14.0%	6.1%	8.2%	9.6%	7.8%	7.6%	9.6%	9.2%
4=Satisfied	37.3%	28.0%	32.5%	28.4%	32.5%	34.3%	31.9%	31.4%	31.7%
3=Neutral	31.7%	36.0%	36.0%	41.6%	36.7%	41.2%	36.6%	38.5%	37.7%
2=Dissatisfied	10.6%	14.0%	18.8%	14.8%	13.7%	11.8%	16.8%	13.1%	14.2%
1=Very dissatisfied	8.5%	8.0%	6.6%	7.0%	7.4%	4.9%	7.0%	7.4%	7.2%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q13c Availability of services for persons with disabilities

5=Very satisfied	19.3%	21.1%	11.0%	9.4%	11.4%	9.9%	9.7%	12.6%	11.9%
4=Satisfied	35.7%	26.3%	31.0%	29.5%	34.1%	38.6%	33.0%	32.4%	32.6%
3=Neutral	25.0%	30.5%	34.0%	39.5%	37.6%	30.7%	34.2%	36.8%	36.1%
2=Dissatisfied	12.1%	14.7%	15.0%	14.9%	10.2%	12.9%	15.5%	11.2%	12.4%
1=Very dissatisfied	7.9%	7.4%	9.0%	6.7%	6.7%	7.9%	7.6%	7.0%	7.1%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q13d Availability of services to people on a low or fixed income

5=Very satisfied	12.3%	17.0%	6.9%	5.0%	6.4%	5.9%	6.7%	7.0%	7.1%
4=Satisfied	33.5%	21.0%	17.2%	19.8%	24.5%	29.4%	22.7%	23.8%	23.4%
3=Neutral	29.0%	29.0%	33.0%	37.5%	36.3%	32.4%	35.8%	34.9%	35.1%
2=Dissatisfied	15.5%	17.0%	24.1%	25.3%	20.6%	21.6%	21.3%	21.7%	21.6%
1=Very dissatisfied	9.7%	16.0%	18.7%	12.4%	12.2%	10.8%	13.5%	12.6%	12.8%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q13e Availability of affordable housing

5=Very satisfied	6.5%	8.7%	3.9%	2.8%	4.0%	4.7%	3.2%	4.5%	4.1%
4=Satisfied	21.4%	7.7%	12.6%	11.9%	12.8%	15.9%	13.9%	12.8%	13.1%
3=Neutral	23.2%	26.9%	28.6%	27.5%	28.6%	29.9%	28.8%	27.8%	27.9%
2=Dissatisfied	25.6%	27.9%	26.2%	31.0%	28.0%	28.0%	27.1%	28.7%	28.4%
1=Very dissatisfied	23.2%	28.8%	28.6%	26.8%	26.7%	21.5%	27.1%	26.2%	26.5%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q13f Overall quality of Health and Human Services

5=Very satisfied	8.1%	11.1%	3.3%	4.9%	5.9%	4.7%	4.4%	6.2%	5.8%
4=Satisfied	29.2%	21.3%	24.6%	19.3%	26.1%	25.2%	23.1%	24.3%	24.2%
3=Neutral	28.6%	35.2%	36.5%	44.6%	39.1%	40.2%	37.3%	40.2%	39.3%
2=Dissatisfied	21.1%	13.9%	20.4%	21.7%	18.9%	16.8%	22.8%	18.6%	19.5%
1=Very dissatisfied	13.0%	18.5%	15.2%	9.6%	10.0%	13.1%	12.4%	10.7%	11.2%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q13g Ease of finding information regarding Health & Human Services

5=Very satisfied	7.1%	9.3%	4.1%	4.7%	6.3%	8.2%	5.3%	6.3%	6.0%
4=Satisfied	28.6%	22.4%	27.1%	22.0%	25.2%	20.9%	23.7%	24.4%	24.5%
3=Neutral	29.8%	31.8%	31.2%	39.5%	38.5%	36.4%	34.7%	37.9%	36.9%
2=Dissatisfied	19.6%	17.8%	19.7%	22.6%	18.5%	17.3%	22.5%	18.7%	19.6%
1=Very dissatisfied	14.9%	18.7%	17.9%	11.2%	11.5%	17.3%	13.9%	12.6%	12.9%

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q14a The availability of information about County programs & services

5=Very satisfied	6.8%	7.9%	3.0%	3.8%	5.3%	4.3%	4.9%	4.9%	4.9%
4=Satisfied	27.1%	24.6%	29.5%	26.8%	25.0%	24.5%	27.1%	25.6%	25.9%
3=Neutral	34.8%	27.0%	35.4%	34.9%	32.5%	30.1%	30.4%	34.2%	33.2%
2=Dissatisfied	12.6%	18.3%	16.8%	18.2%	13.8%	13.5%	16.3%	14.7%	15.2%
1=Very dissatisfied	9.7%	12.7%	7.8%	6.0%	6.3%	9.8%	6.5%	7.1%	7.0%
9=Don't know	9.2%	9.5%	7.5%	10.3%	17.1%	17.8%	14.8%	13.5%	13.9%

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q14b The overall level of public involvement in County government

5=Very satisfied	4.3%	7.9%	1.9%	3.1%	3.0%	3.7%	3.4%	3.2%	3.3%
4=Satisfied	22.2%	15.9%	16.0%	16.6%	17.9%	16.6%	17.5%	17.8%	17.6%
3=Neutral	30.9%	29.4%	40.3%	38.0%	35.6%	38.0%	34.7%	36.6%	36.2%
2=Dissatisfied	19.8%	18.3%	20.5%	19.4%	14.9%	11.7%	18.5%	16.2%	16.8%
1=Very dissatisfied	11.6%	12.7%	9.3%	9.1%	7.3%	10.4%	8.6%	8.6%	8.5%
9=Don't know	11.1%	15.9%	11.9%	13.8%	21.2%	19.6%	17.4%	17.7%	17.7%

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q14c Information programming on the County Government's cable station

5=Very satisfied	8.7%	7.1%	3.4%	5.4%	5.0%	4.9%	5.4%	5.2%	5.3%
4=Satisfied	24.6%	23.0%	27.2%	24.8%	25.5%	24.5%	25.1%	25.7%	25.3%
3=Neutral	33.8%	27.8%	37.7%	32.2%	28.2%	27.6%	30.8%	30.0%	30.3%
2=Dissatisfied	8.7%	7.1%	6.7%	7.6%	6.6%	10.4%	7.3%	7.2%	7.2%
1=Very dissatisfied	4.8%	9.5%	6.0%	4.0%	3.5%	4.9%	3.8%	4.4%	4.2%
9=Don't know	19.3%	25.4%	19.0%	25.9%	31.3%	27.6%	27.6%	27.5%	27.7%

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q14d The County's website

5=Very satisfied	11.6%	11.1%	12.7%	12.7%	11.7%	11.7%	12.2%	11.8%	12.0%
4=Satisfied	30.4%	21.4%	31.7%	35.4%	31.9%	26.4%	33.5%	31.6%	32.0%
3=Neutral	28.5%	23.8%	26.5%	24.2%	21.6%	25.2%	24.9%	22.9%	23.4%
2=Dissatisfied	5.8%	4.0%	4.1%	4.0%	3.0%	3.7%	4.4%	3.4%	3.6%
1=Very dissatisfied	1.9%	4.0%	2.6%	1.7%	1.9%	1.2%	1.1%	2.3%	2.0%
9=Don't know	21.7%	35.7%	22.4%	22.0%	29.9%	31.9%	23.8%	28.0%	27.1%

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q14e Effectiveness of County communication with the public

5=Very satisfied	8.2%	7.1%	4.1%	4.5%	5.0%	4.3%	4.8%	5.2%	5.1%
4=Satisfied	22.7%	19.8%	25.0%	27.2%	26.9%	23.3%	29.1%	25.0%	26.0%
3=Neutral	37.2%	34.1%	40.3%	36.9%	35.0%	37.4%	34.5%	36.7%	36.1%
2=Dissatisfied	13.5%	15.9%	12.3%	16.0%	11.4%	10.4%	13.0%	13.0%	12.9%
1=Very dissatisfied	7.7%	8.7%	7.5%	4.7%	5.0%	5.5%	6.1%	5.3%	5.5%
9=Don't know	10.6%	14.3%	10.8%	10.7%	16.7%	19.0%	12.6%	14.9%	14.4%

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q14a The availability of information about County programs & services

5=Very satisfied	7.4%	8.8%	3.2%	4.2%	6.4%	5.2%	5.7%	5.7%	5.7%
4=Satisfied	29.8%	27.2%	31.9%	29.9%	30.1%	29.9%	31.9%	29.6%	30.1%
3=Neutral	38.3%	29.8%	38.3%	39.0%	39.3%	36.6%	35.7%	39.5%	38.5%
2=Dissatisfied	13.8%	20.2%	18.1%	20.3%	16.6%	16.4%	19.1%	17.0%	17.7%
1=Very dissatisfied	10.6%	14.0%	8.5%	6.6%	7.6%	11.9%	7.6%	8.2%	8.1%

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q14b The overall level of public involvement in County government

5=Very satisfied	4.9%	9.4%	2.1%	3.6%	3.9%	4.6%	4.1%	3.9%	4.0%
4=Satisfied	25.0%	18.9%	18.2%	19.2%	22.8%	20.6%	21.2%	21.7%	21.3%
3=Neutral	34.8%	34.9%	45.8%	44.1%	45.2%	47.3%	42.0%	44.4%	43.9%
2=Dissatisfied	22.3%	21.7%	23.3%	22.5%	18.9%	14.5%	22.3%	19.6%	20.4%
1=Very dissatisfied	13.0%	15.1%	10.6%	10.5%	9.2%	13.0%	10.4%	10.5%	10.4%

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q14c Information programming on the County Government's cable station

5=Very satisfied	10.8%	9.6%	4.1%	7.3%	7.2%	6.8%	7.4%	7.1%	7.3%
4=Satisfied	30.5%	30.9%	33.6%	33.5%	37.0%	33.9%	34.6%	35.5%	34.9%
3=Neutral	41.9%	37.2%	46.5%	43.5%	41.1%	38.1%	42.6%	41.3%	42.0%
2=Dissatisfied	10.8%	9.6%	8.3%	10.3%	9.6%	14.4%	10.1%	10.0%	10.0%
1=Very dissatisfied	6.0%	12.8%	7.4%	5.4%	5.1%	6.8%	5.2%	6.1%	5.8%

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q14d The County's website

5=Very satisfied	14.8%	17.3%	16.3%	16.3%	16.6%	17.1%	16.1%	16.4%	16.4%
4=Satisfied	38.9%	33.3%	40.9%	45.4%	45.5%	38.7%	44.0%	43.8%	43.8%
3=Neutral	36.4%	37.0%	34.1%	31.0%	30.8%	36.9%	32.7%	31.8%	32.1%
2=Dissatisfied	7.4%	6.2%	5.3%	5.1%	4.3%	5.4%	5.8%	4.7%	5.0%
1=Very dissatisfied	2.5%	6.2%	3.4%	2.2%	2.7%	1.8%	1.4%	3.2%	2.7%

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q14e Effectiveness of County communication with the public

5=Very satisfied	9.2%	8.3%	4.6%	5.1%	6.0%	5.3%	5.5%	6.1%	5.9%
4=Satisfied	25.4%	23.1%	28.0%	30.4%	32.3%	28.8%	33.3%	29.3%	30.4%
3=Neutral	41.6%	39.8%	45.2%	41.3%	42.0%	46.2%	39.4%	43.1%	42.2%
2=Dissatisfied	15.1%	18.5%	13.8%	18.0%	13.7%	12.9%	14.8%	15.2%	15.1%
1=Very dissatisfied	8.6%	10.2%	8.4%	5.2%	6.0%	6.8%	7.0%	6.2%	6.4%

Q15. Where do you currently obtain information about County Government issues, services, and events?

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q15 Where obtain information about County

01=Civic Association Newsletters/Websites	6.3%	7.1%	10.4%	8.2%	5.6%	5.5%	7.6%	6.5%	6.8%
02=Community Newspapers	33.3%	34.9%	38.1%	32.5%	27.6%	20.9%	31.3%	29.5%	30.0%
03=County Answer Center/ 311	6.3%	9.5%	7.5%	6.9%	4.7%	11.7%	5.9%	6.4%	6.1%
04=County Cable Station, Miami-Dade TV	21.3%	20.6%	22.4%	18.5%	17.9%	22.7%	18.6%	19.3%	19.0%
05=County Office/Phone Number	7.2%	11.1%	5.6%	7.2%	4.4%	8.0%	7.5%	5.3%	5.8%
06=County Website	36.7%	37.3%	41.4%	48.4%	38.6%	30.7%	45.6%	39.0%	40.7%
07=El Nuevo Herald	22.7%	14.3%	21.3%	14.0%	14.2%	20.2%	14.3%	16.2%	15.6%
08=Local TV/Cable News	52.2%	51.6%	57.1%	52.4%	54.9%	44.8%	57.7%	52.2%	53.7%

Q15. Where do you currently obtain information about County Government issues, services, and events?

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q15 Where obtain information about County (Cont.)

09=Radio Station-English	24.2%	31.7%	31.7%	35.2%	27.9%	30.1%	35.2%	28.2%	30.1%
10=Radio Station-Spanish	24.6%	21.4%	20.9%	15.4%	18.7%	31.9%	18.6%	19.7%	19.3%
11=The Miami Herald	41.5%	48.4%	51.1%	51.7%	48.4%	42.3%	55.9%	46.3%	48.7%
99=Other	8.7%	8.7%	7.5%	6.2%	5.6%	4.3%	5.7%	6.3%	6.2%
00=None chosen	2.4%	2.4%	1.9%	2.7%	4.1%	13.5%	3.5%	4.0%	3.9%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q16a Major streets-Overall smoothness

5=Very satisfied	6.3%	6.3%	4.9%	6.5%	8.2%	9.2%	7.0%	7.4%	7.3%
4=Satisfied	39.1%	34.1%	35.8%	43.9%	42.1%	36.8%	41.6%	41.3%	41.2%
3=Neutral	25.1%	20.6%	24.3%	22.1%	22.3%	21.5%	22.2%	22.5%	22.5%
2=Dissatisfied	15.5%	23.0%	22.8%	18.1%	16.3%	15.3%	17.7%	17.4%	17.5%
1=Very dissatisfied	12.6%	10.3%	8.2%	6.7%	8.3%	6.7%	8.3%	8.1%	8.2%
9=Don't know	1.4%	5.6%	4.1%	2.7%	2.8%	10.4%	3.2%	3.3%	3.3%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q16b Major streets-Overall cleanliness

5=Very satisfied	5.8%	5.6%	3.7%	6.0%	8.8%	9.8%	8.3%	7.0%	7.4%
4=Satisfied	38.2%	30.2%	31.3%	41.3%	40.8%	32.5%	39.2%	39.2%	39.1%
3=Neutral	25.1%	21.4%	27.6%	23.9%	23.5%	22.1%	22.4%	24.4%	23.9%
2=Dissatisfied	16.4%	25.4%	22.4%	19.0%	16.3%	16.6%	17.6%	17.8%	17.9%
1=Very dissatisfied	13.0%	12.7%	11.6%	7.5%	7.8%	7.4%	8.7%	8.6%	8.6%
9=Don't know	1.4%	4.8%	3.4%	2.3%	2.8%	11.7%	3.8%	2.9%	3.2%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q16c Major streets-Tree canopy along streets

5=Very satisfied	5.8%	5.6%	4.9%	5.0%	6.7%	8.0%	6.7%	5.8%	6.1%
4=Satisfied	26.1%	35.7%	25.7%	32.6%	32.7%	25.8%	34.0%	30.4%	31.4%
3=Neutral	26.6%	27.0%	35.4%	31.2%	30.0%	31.3%	30.3%	30.7%	30.5%
2=Dissatisfied	15.0%	14.3%	15.3%	19.0%	15.9%	13.5%	15.4%	16.7%	16.4%
1=Very dissatisfied	15.9%	9.5%	10.8%	7.0%	7.4%	7.4%	7.6%	8.5%	8.2%
9=Don't know	10.6%	7.9%	7.8%	5.2%	7.3%	14.1%	6.0%	7.9%	7.4%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q16d Major streets-Landscaping along streets/in medians

5=Very satisfied	9.7%	8.7%	5.2%	7.1%	7.8%	9.2%	9.3%	7.1%	7.7%
4=Satisfied	34.3%	38.1%	30.6%	40.1%	39.9%	31.9%	38.9%	38.0%	38.3%
3=Neutral	25.6%	26.2%	29.9%	27.6%	25.7%	28.2%	25.6%	27.2%	26.7%
2=Dissatisfied	15.5%	13.5%	20.9%	16.9%	15.5%	12.3%	15.8%	16.1%	16.1%
1=Very dissatisfied	11.6%	7.9%	9.7%	6.1%	7.9%	6.7%	6.8%	8.1%	7.8%
9=Don't know	3.4%	5.6%	3.7%	2.2%	3.2%	11.7%	3.7%	3.5%	3.5%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q16e Major streets-Quality of road signs

5=Very satisfied	8.2%	8.7%	5.6%	9.6%	9.6%	12.3%	10.8%	8.8%	9.3%
4=Satisfied	41.5%	36.5%	43.7%	45.5%	45.6%	35.6%	47.1%	43.3%	44.3%
3=Neutral	25.6%	31.7%	27.6%	24.6%	24.5%	23.3%	20.9%	26.4%	25.1%
2=Dissatisfied	12.1%	10.3%	13.8%	12.2%	12.4%	14.1%	12.5%	12.4%	12.5%
1=Very dissatisfied	10.1%	7.1%	6.3%	6.1%	5.4%	4.3%	5.9%	6.1%	6.0%
9=Don't know	2.4%	5.6%	3.0%	2.1%	2.5%	10.4%	2.9%	3.0%	3.0%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q16f Major streets-Prevention of street flooding

5=Very satisfied	3.9%	6.3%	3.4%	6.2%	6.8%	7.4%	6.6%	6.0%	6.2%
4=Satisfied	30.9%	32.5%	26.1%	32.0%	31.8%	23.9%	29.5%	31.4%	30.9%
3=Neutral	26.1%	20.6%	23.9%	23.9%	24.3%	23.9%	23.2%	24.6%	24.1%
2=Dissatisfied	21.3%	21.4%	25.0%	22.4%	20.5%	16.0%	22.2%	20.7%	21.2%
1=Very dissatisfied	14.0%	11.1%	17.5%	11.9%	11.2%	14.7%	14.4%	11.5%	12.3%
9=Don't know	3.9%	7.9%	4.1%	3.6%	5.5%	14.1%	4.0%	5.8%	5.3%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q16g Side streets-Overall smoothness

5=Very satisfied	5.8%	5.6%	4.1%	7.9%	8.6%	11.7%	7.9%	7.8%	7.9%
4=Satisfied	42.5%	34.9%	36.6%	39.6%	41.2%	30.7%	42.1%	39.1%	39.7%
3=Neutral	22.7%	26.2%	24.6%	25.0%	22.2%	19.6%	20.2%	23.9%	23.1%
2=Dissatisfied	13.0%	21.4%	21.3%	15.7%	15.9%	17.2%	18.1%	15.8%	16.4%
1=Very dissatisfied	12.1%	7.1%	7.5%	8.4%	7.9%	6.7%	7.1%	8.6%	8.2%
9=Don't know	3.9%	4.8%	6.0%	3.5%	4.2%	14.1%	4.6%	4.7%	4.7%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q16h Side streets-Overall cleanliness

5=Very satisfied	9.2%	4.0%	6.3%	8.7%	8.1%	9.8%	8.6%	7.9%	8.1%
4=Satisfied	38.2%	32.5%	28.7%	38.8%	41.7%	34.4%	39.4%	39.0%	38.9%
3=Neutral	18.8%	27.0%	28.7%	25.1%	23.2%	20.2%	22.2%	24.1%	23.9%
2=Dissatisfied	15.9%	19.0%	21.6%	17.2%	14.9%	15.3%	17.1%	15.9%	16.3%
1=Very dissatisfied	14.5%	11.9%	10.4%	7.8%	8.5%	7.4%	8.6%	9.1%	9.0%
9=Don't know	3.4%	5.6%	4.1%	2.5%	3.7%	12.9%	4.2%	3.8%	3.9%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

	Q10 How frequently do you use mass transit						Timing		Total
	Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	
Q16i Side streets-Tree canopy along streets									
5=Very satisfied	6.3%	4.8%	5.2%	6.5%	7.1%	8.6%	7.9%	6.3%	6.7%
4=Satisfied	31.4%	31.7%	25.0%	34.9%	33.6%	23.3%	35.3%	31.4%	32.5%
3=Neutral	22.7%	27.0%	34.0%	29.5%	28.1%	30.7%	27.0%	29.2%	28.7%
2=Dissatisfied	16.9%	13.5%	16.8%	15.7%	15.5%	15.3%	14.8%	16.0%	15.6%
1=Very dissatisfied	12.6%	13.5%	10.4%	7.8%	7.3%	7.4%	7.6%	8.6%	8.3%
9=Don't know	10.1%	9.5%	8.6%	5.7%	8.3%	14.7%	7.3%	8.6%	8.2%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q16j Side streets-Quality of road signs

5=Very satisfied	9.2%	6.3%	6.0%	8.9%	9.9%	12.3%	10.1%	8.8%	9.2%
4=Satisfied	42.0%	38.9%	38.8%	46.2%	43.3%	35.0%	46.0%	42.3%	42.9%
3=Neutral	24.2%	30.2%	27.2%	25.1%	24.1%	20.9%	22.0%	25.5%	24.7%
2=Dissatisfied	10.6%	9.5%	16.8%	11.3%	12.7%	14.1%	11.7%	12.5%	12.5%
1=Very dissatisfied	11.1%	9.5%	7.1%	6.1%	6.0%	5.5%	6.2%	6.8%	6.6%
9=Don't know	2.9%	5.6%	4.1%	2.5%	4.0%	12.3%	3.9%	4.1%	4.1%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q16k Side streets-Prevention of street flooding

5=Very satisfied	5.3%	8.7%	5.2%	7.1%	7.6%	10.4%	7.8%	7.0%	7.3%
4=Satisfied	32.4%	32.5%	26.9%	32.2%	32.4%	23.3%	28.5%	32.7%	31.4%
3=Neutral	23.7%	18.3%	22.0%	23.0%	22.9%	20.2%	21.0%	23.0%	22.6%
2=Dissatisfied	18.8%	19.8%	23.9%	20.1%	18.5%	17.8%	20.7%	19.1%	19.4%
1=Very dissatisfied	15.5%	13.5%	16.0%	13.2%	12.2%	14.1%	16.1%	11.9%	13.1%
9=Don't know	4.3%	7.1%	6.0%	4.4%	6.5%	14.1%	5.9%	6.3%	6.2%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q16l Curbside garbage collection services

5=Very satisfied	20.3%	29.4%	25.0%	29.8%	29.2%	28.2%	29.5%	27.9%	28.4%
4=Satisfied	50.7%	41.3%	42.5%	44.5%	45.6%	38.0%	43.2%	45.7%	44.8%
3=Neutral	11.6%	10.3%	16.8%	12.9%	10.7%	11.0%	12.7%	11.4%	11.8%
2=Dissatisfied	7.2%	5.6%	4.9%	4.8%	4.0%	4.9%	4.6%	4.5%	4.6%
1=Very dissatisfied	4.8%	3.2%	2.2%	2.3%	2.7%	3.7%	2.4%	3.0%	2.8%
9=Don't know	5.3%	10.3%	8.6%	5.7%	7.8%	14.1%	7.6%	7.5%	7.6%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q16m Curbside recycling services

5=Very satisfied	18.8%	27.8%	18.3%	25.0%	23.5%	22.7%	24.9%	22.5%	23.2%
4=Satisfied	44.4%	30.2%	39.6%	40.6%	40.7%	31.3%	38.9%	40.6%	39.9%
3=Neutral	13.0%	14.3%	20.5%	14.4%	12.7%	17.2%	13.4%	14.3%	14.1%
2=Dissatisfied	5.8%	4.8%	5.2%	5.7%	5.4%	5.5%	5.9%	5.3%	5.5%
1=Very dissatisfied	6.3%	7.9%	4.9%	5.0%	4.7%	2.5%	5.5%	4.7%	4.9%
9=Don't know	11.6%	15.1%	11.6%	9.3%	13.1%	20.9%	11.4%	12.8%	12.4%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q16n Curbside bulky waste collection

5=Very satisfied	15.5%	18.3%	16.0%	18.5%	18.6%	17.8%	19.3%	17.5%	18.1%
4=Satisfied	33.3%	32.5%	32.8%	35.4%	34.1%	29.4%	33.5%	34.4%	34.0%
3=Neutral	17.4%	18.3%	23.9%	19.5%	17.4%	21.5%	18.6%	18.8%	18.7%
2=Dissatisfied	13.5%	8.7%	9.7%	10.3%	9.5%	7.4%	11.2%	9.3%	9.8%
1=Very dissatisfied	7.7%	7.1%	6.0%	5.7%	6.5%	3.7%	6.2%	6.3%	6.2%
9=Don't know	12.6%	15.1%	11.6%	10.5%	13.9%	20.2%	11.1%	13.7%	13.2%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q16a Major streets-Overall smoothness

5=Very satisfied	6.4%	6.7%	5.1%	6.6%	8.4%	10.3%	7.2%	7.6%	7.6%
4=Satisfied	39.7%	36.1%	37.4%	45.1%	43.3%	41.1%	43.0%	42.7%	42.6%
3=Neutral	25.5%	21.8%	25.3%	22.7%	22.9%	24.0%	22.9%	23.3%	23.3%
2=Dissatisfied	15.7%	24.4%	23.7%	18.6%	16.8%	17.1%	18.3%	18.0%	18.1%
1=Very dissatisfied	12.7%	10.9%	8.6%	6.9%	8.5%	7.5%	8.6%	8.4%	8.4%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q16b Major streets-Overall cleanliness

5=Very satisfied	5.9%	5.8%	3.9%	6.1%	9.1%	11.1%	8.6%	7.2%	7.6%
4=Satisfied	38.7%	31.7%	32.4%	42.3%	42.0%	36.8%	40.8%	40.4%	40.4%
3=Neutral	25.5%	22.5%	28.6%	24.5%	24.1%	25.0%	23.3%	25.2%	24.7%
2=Dissatisfied	16.7%	26.7%	23.2%	19.5%	16.7%	18.8%	18.3%	18.4%	18.4%
1=Very dissatisfied	13.2%	13.3%	12.0%	7.7%	8.0%	8.3%	9.0%	8.9%	8.9%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q16c Major streets-Tree canopy along streets

5=Very satisfied	6.5%	6.0%	5.3%	5.3%	7.2%	9.3%	7.2%	6.3%	6.6%
4=Satisfied	29.2%	38.8%	27.9%	34.4%	35.3%	30.0%	36.2%	33.0%	33.9%
3=Neutral	29.7%	29.3%	38.5%	32.9%	32.4%	36.4%	32.2%	33.4%	32.9%
2=Dissatisfied	16.8%	15.5%	16.6%	20.1%	17.1%	15.7%	16.4%	18.1%	17.7%
1=Very dissatisfied	17.8%	10.3%	11.7%	7.4%	8.0%	8.6%	8.1%	9.2%	8.9%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q16d Major streets-Landscaping along streets/in medians

5=Very satisfied	10.0%	9.2%	5.4%	7.3%	8.1%	10.4%	9.6%	7.3%	7.9%
4=Satisfied	35.5%	40.3%	31.8%	41.0%	41.2%	36.1%	40.4%	39.4%	39.7%
3=Neutral	26.5%	27.7%	31.0%	28.2%	26.5%	31.9%	26.5%	28.2%	27.6%
2=Dissatisfied	16.0%	14.3%	21.7%	17.3%	16.0%	13.9%	16.4%	16.6%	16.7%
1=Very dissatisfied	12.0%	8.4%	10.1%	6.2%	8.1%	7.6%	7.1%	8.4%	8.1%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q16e Major streets-Quality of road signs

5=Very satisfied	8.4%	9.2%	5.8%	9.8%	9.9%	13.7%	11.1%	9.0%	9.6%
4=Satisfied	42.6%	38.7%	45.0%	46.5%	46.7%	39.7%	48.5%	44.6%	45.6%
3=Neutral	26.2%	33.6%	28.5%	25.1%	25.1%	26.0%	21.5%	27.2%	25.9%
2=Dissatisfied	12.4%	10.9%	14.2%	12.4%	12.7%	15.8%	12.8%	12.8%	12.8%
1=Very dissatisfied	10.4%	7.6%	6.5%	6.2%	5.5%	4.8%	6.0%	6.3%	6.2%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q16f Major streets-Prevention of street flooding

5=Very satisfied	4.0%	6.9%	3.5%	6.4%	7.2%	8.6%	6.9%	6.3%	6.5%
4=Satisfied	32.2%	35.3%	27.2%	33.2%	33.6%	27.9%	30.7%	33.3%	32.7%
3=Neutral	27.1%	22.4%	24.9%	24.8%	25.7%	27.9%	24.2%	26.1%	25.5%
2=Dissatisfied	22.1%	23.3%	26.1%	23.2%	21.7%	18.6%	23.2%	22.0%	22.4%
1=Very dissatisfied	14.6%	12.1%	18.3%	12.3%	11.8%	17.1%	15.0%	12.2%	13.0%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q16g Side streets-Overall smoothness

5=Very satisfied	6.0%	5.8%	4.4%	8.2%	8.9%	13.6%	8.3%	8.2%	8.3%
4=Satisfied	44.2%	36.7%	38.9%	41.0%	43.0%	35.7%	44.1%	41.0%	41.7%
3=Neutral	23.6%	27.5%	26.2%	25.9%	23.1%	22.9%	21.2%	25.1%	24.3%
2=Dissatisfied	13.6%	22.5%	22.6%	16.2%	16.6%	20.0%	19.0%	16.6%	17.2%
1=Very dissatisfied	12.6%	7.5%	7.9%	8.7%	8.3%	7.9%	7.4%	9.1%	8.6%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q16h Side streets-Overall cleanliness

5=Very satisfied	9.5%	4.2%	6.6%	8.9%	8.4%	11.3%	8.9%	8.3%	8.4%
4=Satisfied	39.5%	34.5%	30.0%	39.8%	43.2%	39.4%	41.1%	40.6%	40.5%
3=Neutral	19.5%	28.6%	30.0%	25.7%	24.1%	23.2%	23.2%	25.1%	24.8%
2=Dissatisfied	16.5%	20.2%	22.6%	17.6%	15.5%	17.6%	17.9%	16.6%	17.0%
1=Very dissatisfied	15.0%	12.6%	10.9%	8.0%	8.8%	8.5%	8.9%	9.5%	9.3%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q16i Side streets-Tree canopy along streets

5=Very satisfied	7.0%	5.3%	5.7%	6.9%	7.8%	10.1%	8.6%	6.9%	7.3%
4=Satisfied	34.9%	35.1%	27.3%	37.0%	36.7%	27.3%	38.1%	34.4%	35.4%
3=Neutral	25.3%	29.8%	37.1%	31.3%	30.7%	36.0%	29.2%	31.9%	31.2%
2=Dissatisfied	18.8%	14.9%	18.4%	16.6%	16.9%	18.0%	16.0%	17.5%	17.0%
1=Very dissatisfied	14.0%	14.9%	11.4%	8.2%	8.0%	8.6%	8.2%	9.4%	9.0%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q16j Side streets-Quality of road signs

5=Very satisfied	9.5%	6.7%	6.2%	9.2%	10.3%	14.0%	10.6%	9.2%	9.6%
4=Satisfied	43.3%	41.2%	40.5%	47.3%	45.1%	39.9%	47.8%	44.2%	44.8%
3=Neutral	24.9%	31.9%	28.4%	25.7%	25.1%	23.8%	22.9%	26.6%	25.7%
2=Dissatisfied	10.9%	10.1%	17.5%	11.5%	13.2%	16.1%	12.2%	13.0%	13.0%
1=Very dissatisfied	11.4%	10.1%	7.4%	6.2%	6.3%	6.3%	6.5%	7.0%	6.9%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q16k Side streets-Prevention of street flooding

5=Very satisfied	5.6%	9.4%	5.6%	7.4%	8.1%	12.1%	8.3%	7.5%	7.8%
4=Satisfied	33.8%	35.0%	28.6%	33.7%	34.6%	27.1%	30.3%	34.9%	33.5%
3=Neutral	24.7%	19.7%	23.4%	24.1%	24.5%	23.6%	22.3%	24.5%	24.1%
2=Dissatisfied	19.7%	21.4%	25.4%	21.0%	19.8%	20.7%	21.9%	20.3%	20.7%
1=Very dissatisfied	16.2%	14.5%	17.1%	13.8%	13.0%	16.4%	17.1%	12.7%	14.0%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q16l Curbside garbage collection services

5=Very satisfied	21.4%	32.7%	27.3%	31.6%	31.7%	32.9%	31.9%	30.2%	30.7%
4=Satisfied	53.6%	46.0%	46.5%	47.2%	49.4%	44.3%	46.7%	49.4%	48.5%
3=Neutral	12.2%	11.5%	18.4%	13.7%	11.6%	12.9%	13.8%	12.4%	12.8%
2=Dissatisfied	7.7%	6.2%	5.3%	5.1%	4.4%	5.7%	5.0%	4.9%	5.0%
1=Very dissatisfied	5.1%	3.5%	2.4%	2.5%	2.9%	4.3%	2.6%	3.2%	3.0%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q16m Curbside recycling services

5=Very satisfied	21.3%	32.7%	20.7%	27.5%	27.0%	28.7%	28.1%	25.7%	26.5%
4=Satisfied	50.3%	35.5%	44.7%	44.8%	46.8%	39.5%	43.9%	46.5%	45.6%
3=Neutral	14.8%	16.8%	23.2%	15.8%	14.6%	21.7%	15.2%	16.4%	16.1%
2=Dissatisfied	6.6%	5.6%	5.9%	6.3%	6.2%	7.0%	6.6%	6.0%	6.2%
1=Very dissatisfied	7.1%	9.3%	5.5%	5.6%	5.4%	3.1%	6.2%	5.4%	5.6%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q16n Curbside bulky waste collection

5=Very satisfied	17.7%	21.5%	18.1%	20.7%	21.6%	22.3%	21.7%	20.2%	20.8%
4=Satisfied	38.1%	38.3%	37.1%	39.6%	39.7%	36.9%	37.7%	39.9%	39.1%
3=Neutral	19.9%	21.5%	27.0%	21.8%	20.3%	26.9%	20.9%	21.8%	21.6%
2=Dissatisfied	15.5%	10.3%	11.0%	11.6%	11.0%	9.2%	12.7%	10.8%	11.3%
1=Very dissatisfied	8.8%	8.4%	6.8%	6.4%	7.5%	4.6%	7.0%	7.3%	7.1%

Q17. Which TWO areas of street maintenance listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

	Q10 How frequently do you use mass transit						Timing		Total
	Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	
<u>Q17 Street maintenance</u>									
A=Major streets smoothness	19.3%	16.7%	16.4%	15.9%	18.6%	7.4%	14.5%	18.2%	17.1%
B=Major streets cleanliness	20.3%	19.0%	15.7%	13.8%	14.2%	8.0%	12.7%	15.1%	14.5%
C=Major streets tree canopy along streets	9.7%	6.3%	4.9%	8.0%	6.7%	6.1%	5.9%	7.5%	7.0%
D=Major streets landscaping along streets/in medians	7.7%	4.8%	6.3%	8.2%	6.9%	5.5%	6.7%	7.1%	7.1%
E=Major streets quality of road signs	5.3%	7.9%	6.3%	9.1%	6.0%	10.4%	7.2%	7.0%	7.0%
F=Major streets prevention of street flooding	19.3%	13.5%	25.4%	21.1%	20.7%	15.3%	23.1%	19.4%	20.5%

Q17. Which TWO areas of street maintenance listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q17 Street maintenance (Cont.)

G=Side streets smoothness	11.6%	14.3%	13.4%	10.0%	12.2%	3.1%	9.9%	11.8%	11.3%
H=Side streets cleanliness	10.6%	15.1%	10.4%	9.7%	10.6%	5.5%	10.0%	10.1%	10.3%
I=Side streets tree canopy along streets	6.8%	4.0%	4.9%	7.1%	5.5%	6.7%	5.6%	6.0%	5.9%
J=Side streets quality of road signs	5.8%	4.0%	6.0%	5.6%	5.3%	3.1%	4.8%	5.4%	5.3%
K=Side streets prevention of street flooding	15.9%	16.7%	21.3%	20.6%	17.6%	13.5%	21.1%	17.3%	18.3%
L=Curbside garbage collection services	7.2%	4.8%	3.7%	3.8%	3.0%	4.9%	4.0%	3.6%	3.7%
M=Curbside recycling services	3.9%	3.2%	4.5%	4.5%	3.9%	4.3%	4.2%	4.0%	4.1%

Q17. Which TWO areas of street maintenance listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q17 Street maintenance (Cont.)

N=Curbside bulky waste collection

9.7% 7.9% 8.2% 11.1% 9.7% 7.4% 10.0% 9.7% 9.7%

Z=None chosen

22.2% 28.6% 24.3% 22.8% 26.6% 46.6% 26.9% 26.2% 26.3%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q18a Overall appearance of Miami-Dade County

5=Very satisfied	8.2%	7.1%	4.5%	7.2%	7.4%	9.2%	7.1%	7.1%	7.2%
4=Satisfied	44.0%	38.9%	34.7%	42.9%	45.9%	37.4%	41.2%	44.2%	43.4%
3=Neutral	23.2%	24.6%	32.5%	30.9%	28.0%	26.4%	29.6%	28.2%	28.6%
2=Dissatisfied	13.5%	15.1%	17.5%	14.1%	12.2%	11.7%	14.2%	13.1%	13.3%
1=Very dissatisfied	6.3%	6.3%	4.9%	2.5%	4.0%	5.5%	4.5%	3.9%	4.0%
9=Don't know	4.8%	7.9%	6.0%	2.3%	2.5%	9.8%	3.4%	3.5%	3.5%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q18b Overall appearance of your neighborhood

5=Very satisfied	13.5%	11.9%	10.8%	15.5%	16.2%	14.7%	14.9%	15.0%	15.2%
4=Satisfied	49.8%	49.2%	42.2%	47.7%	49.2%	39.9%	47.9%	47.7%	47.8%
3=Neutral	17.4%	15.1%	23.9%	22.0%	17.3%	22.7%	19.3%	19.3%	19.2%
2=Dissatisfied	11.1%	11.9%	13.1%	10.3%	10.9%	9.2%	11.5%	10.8%	10.9%
1=Very dissatisfied	5.3%	6.3%	5.2%	2.3%	4.3%	3.7%	3.8%	4.2%	4.0%
9=Don't know	2.9%	5.6%	4.9%	2.1%	2.0%	9.8%	2.6%	3.0%	2.9%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q18c Maintenance of residential property in your neighborhood

5=Very satisfied	12.1%	15.1%	12.7%	13.8%	16.7%	13.5%	14.4%	15.2%	15.1%
4=Satisfied	48.8%	39.7%	40.7%	49.7%	48.4%	42.3%	47.6%	47.4%	47.4%
3=Neutral	21.3%	23.0%	23.5%	21.6%	16.8%	22.7%	20.8%	18.9%	19.4%
2=Dissatisfied	11.1%	11.1%	14.2%	9.8%	11.5%	9.2%	10.6%	11.5%	11.2%
1=Very dissatisfied	3.9%	7.1%	3.4%	3.0%	4.2%	3.1%	3.5%	4.0%	3.8%
9=Don't know	2.9%	4.0%	5.6%	2.1%	2.4%	9.2%	3.1%	3.0%	3.0%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q18d Maintenance of business property in your neighborhood

5=Very satisfied	9.2%	9.5%	8.2%	10.2%	11.0%	9.2%	8.9%	10.6%	10.3%
4=Satisfied	44.9%	42.1%	39.6%	46.6%	44.0%	36.8%	43.8%	43.8%	43.9%
3=Neutral	22.2%	21.4%	26.9%	26.1%	24.5%	25.2%	26.0%	24.6%	24.8%
2=Dissatisfied	13.0%	11.1%	11.2%	9.1%	9.8%	11.7%	11.0%	9.9%	10.1%
1=Very dissatisfied	5.3%	7.9%	7.1%	2.7%	3.6%	2.5%	3.7%	4.1%	3.9%
9=Don't know	5.3%	7.9%	7.1%	5.3%	7.1%	14.7%	6.6%	7.0%	7.0%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q18e Cleanliness of waterways near your home

5=Very satisfied	12.1%	8.7%	7.8%	7.9%	10.4%	10.4%	9.4%	9.5%	9.6%
4=Satisfied	32.4%	30.2%	27.2%	38.0%	35.6%	30.1%	34.6%	34.8%	34.8%
3=Neutral	24.2%	23.0%	28.0%	28.6%	23.3%	26.4%	25.2%	25.3%	25.2%
2=Dissatisfied	12.6%	14.3%	16.8%	11.9%	14.7%	11.0%	14.7%	13.6%	13.9%
1=Very dissatisfied	8.2%	8.7%	9.3%	4.4%	4.6%	6.7%	5.7%	5.3%	5.5%
9=Don't know	10.6%	15.1%	10.8%	9.2%	11.4%	15.3%	10.4%	11.5%	11.1%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q18a Overall appearance of Miami-Dade County

5=Very satisfied	8.6%	7.8%	4.8%	7.4%	7.6%	10.2%	7.3%	7.4%	7.5%
4=Satisfied	46.2%	42.2%	36.9%	44.0%	47.1%	41.5%	42.7%	45.8%	45.0%
3=Neutral	24.4%	26.7%	34.5%	31.7%	28.7%	29.3%	30.6%	29.2%	29.6%
2=Dissatisfied	14.2%	16.4%	18.7%	14.4%	12.5%	12.9%	14.7%	13.5%	13.8%
1=Very dissatisfied	6.6%	6.9%	5.2%	2.5%	4.1%	6.1%	4.7%	4.1%	4.1%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q18b Overall appearance of your neighborhood

5=Very satisfied	13.9%	12.6%	11.4%	15.9%	16.5%	16.3%	15.3%	15.4%	15.6%
4=Satisfied	51.2%	52.1%	44.3%	48.7%	50.2%	44.2%	49.2%	49.2%	49.2%
3=Neutral	17.9%	16.0%	25.1%	22.5%	17.7%	25.2%	19.8%	19.9%	19.8%
2=Dissatisfied	11.4%	12.6%	13.7%	10.6%	11.1%	10.2%	11.8%	11.1%	11.2%
1=Very dissatisfied	5.5%	6.7%	5.5%	2.4%	4.4%	4.1%	3.9%	4.4%	4.2%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q18c Maintenance of residential property in your neighborhood

5=Very satisfied	12.4%	15.7%	13.4%	14.1%	17.1%	14.9%	14.9%	15.7%	15.6%
4=Satisfied	50.2%	41.3%	43.1%	50.7%	49.6%	46.6%	49.1%	48.8%	48.9%
3=Neutral	21.9%	24.0%	24.9%	22.1%	17.2%	25.0%	21.4%	19.5%	20.0%
2=Dissatisfied	11.4%	11.6%	15.0%	10.0%	11.8%	10.1%	11.0%	11.9%	11.5%
1=Very dissatisfied	4.0%	7.4%	3.6%	3.0%	4.3%	3.4%	3.7%	4.1%	4.0%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q18d Maintenance of business property in your neighborhood

5=Very satisfied	9.7%	10.3%	8.8%	10.8%	11.9%	10.8%	9.6%	11.4%	11.1%
4=Satisfied	47.4%	45.7%	42.6%	49.2%	47.4%	43.2%	46.9%	47.1%	47.1%
3=Neutral	23.5%	23.3%	28.9%	27.6%	26.3%	29.5%	27.9%	26.4%	26.7%
2=Dissatisfied	13.8%	12.1%	12.0%	9.6%	10.6%	13.7%	11.8%	10.6%	10.9%
1=Very dissatisfied	5.6%	8.6%	7.6%	2.9%	3.9%	2.9%	3.9%	4.4%	4.2%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q18e Cleanliness of waterways near your home

5=Very satisfied	13.5%	10.3%	8.8%	8.7%	11.8%	12.3%	10.5%	10.8%	10.8%
4=Satisfied	36.2%	35.5%	30.5%	41.9%	40.1%	35.5%	38.6%	39.3%	39.1%
3=Neutral	27.0%	27.1%	31.4%	31.5%	26.3%	31.2%	28.1%	28.6%	28.4%
2=Dissatisfied	14.1%	16.8%	18.8%	13.1%	16.6%	13.0%	16.4%	15.4%	15.6%
1=Very dissatisfied	9.2%	10.3%	10.5%	4.8%	5.2%	8.0%	6.4%	6.0%	6.1%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q19a Development & land use in the County

5=Very satisfied	5.8%	4.0%	4.1%	3.6%	3.5%	4.9%	3.3%	4.0%	3.8%
4=Satisfied	24.2%	23.0%	13.4%	20.1%	22.3%	12.3%	19.8%	20.9%	20.6%
3=Neutral	26.1%	30.2%	29.9%	29.0%	30.3%	33.7%	26.8%	30.9%	29.8%
2=Dissatisfied	14.5%	14.3%	20.1%	24.5%	19.2%	13.5%	25.4%	17.6%	19.8%
1=Very dissatisfied	14.0%	15.9%	19.4%	13.5%	10.6%	14.1%	12.5%	12.8%	12.6%
9=Don't know	15.5%	12.7%	13.1%	9.4%	14.2%	21.5%	12.2%	13.8%	13.3%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q19b Development & land use in your neighborhood

5=Very satisfied	6.3%	4.8%	4.5%	5.3%	5.2%	5.5%	4.0%	5.6%	5.2%
4=Satisfied	33.8%	31.0%	23.5%	29.1%	29.6%	23.3%	29.8%	28.5%	29.0%
3=Neutral	23.7%	32.5%	32.1%	33.2%	29.7%	29.4%	28.1%	31.5%	30.5%
2=Dissatisfied	15.5%	9.5%	15.7%	17.2%	15.7%	12.9%	18.3%	14.7%	15.7%
1=Very dissatisfied	10.1%	11.1%	12.3%	7.6%	7.4%	8.0%	9.5%	7.9%	8.2%
9=Don't know	10.6%	11.1%	11.9%	7.5%	12.4%	20.9%	10.1%	12.0%	11.4%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q19c How well the County is managing growth

5=Very satisfied	3.9%	3.2%	2.2%	3.0%	3.5%	7.4%	3.1%	3.6%	3.5%
4=Satisfied	21.3%	19.0%	13.8%	13.8%	16.4%	16.0%	16.4%	15.8%	15.9%
3=Neutral	26.1%	27.8%	25.7%	25.9%	27.1%	25.8%	24.2%	27.4%	26.6%
2=Dissatisfied	21.7%	19.8%	21.3%	27.0%	23.2%	14.1%	27.3%	21.8%	23.3%
1=Very dissatisfied	16.4%	19.8%	23.9%	21.1%	17.4%	17.8%	19.4%	18.8%	18.9%
9=Don't know	10.6%	10.3%	13.1%	9.2%	12.5%	19.0%	9.7%	12.7%	11.8%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q19d Opportunities for involvement in community economic development efforts

5=Very satisfied	2.4%	2.4%	2.6%	2.2%	2.9%	4.9%	2.2%	2.9%	2.7%
4=Satisfied	20.8%	21.4%	11.2%	15.1%	12.9%	13.5%	13.8%	14.5%	14.2%
3=Neutral	33.8%	33.3%	34.7%	34.3%	34.3%	31.3%	34.7%	34.0%	34.1%
2=Dissatisfied	9.7%	17.5%	17.9%	17.3%	13.8%	13.5%	15.8%	14.7%	14.9%
1=Very dissatisfied	11.6%	11.9%	14.6%	8.5%	8.4%	7.4%	9.2%	9.1%	9.3%
9=Don't know	21.7%	13.5%	19.0%	22.5%	27.7%	29.4%	24.3%	24.8%	24.8%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q19e Effectiveness of revitalization efforts in low income areas

5=Very satisfied	3.9%	3.2%	2.6%	1.8%	2.4%	4.3%	1.8%	2.7%	2.5%
4=Satisfied	19.3%	11.1%	12.7%	10.7%	12.0%	10.4%	11.7%	12.3%	12.1%
3=Neutral	26.1%	32.5%	25.4%	29.0%	30.0%	22.7%	27.4%	29.5%	28.8%
2=Dissatisfied	15.5%	19.0%	18.7%	22.1%	17.2%	14.7%	20.4%	17.7%	18.4%
1=Very dissatisfied	16.4%	13.5%	16.8%	12.7%	11.0%	13.5%	12.6%	12.4%	12.5%
9=Don't know	18.8%	20.6%	23.9%	23.7%	27.4%	34.4%	26.0%	25.4%	25.7%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q19f County process for getting building permits

5=Very satisfied	1.9%	2.4%	2.2%	2.1%	2.2%	3.1%	1.3%	2.6%	2.2%
4=Satisfied	14.5%	11.1%	11.6%	12.2%	11.5%	9.8%	11.4%	12.0%	11.8%
3=Neutral	25.1%	26.2%	26.1%	26.3%	26.1%	23.3%	23.6%	26.8%	25.9%
2=Dissatisfied	16.9%	12.7%	14.9%	16.6%	16.0%	17.2%	17.7%	15.2%	16.0%
1=Very dissatisfied	10.6%	11.1%	20.9%	15.9%	14.6%	14.1%	18.8%	13.9%	15.1%
9=Don't know	30.9%	36.5%	24.3%	27.0%	29.5%	32.5%	27.1%	29.4%	29.0%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q19g County process for conducting building inspections

5=Very satisfied	2.9%	2.4%	2.6%	1.9%	2.4%	3.7%	1.7%	2.7%	2.4%
4=Satisfied	15.5%	11.1%	12.7%	12.5%	11.8%	12.9%	11.5%	12.6%	12.3%
3=Neutral	24.6%	29.4%	28.7%	27.4%	27.1%	23.3%	24.8%	27.9%	27.0%
2=Dissatisfied	15.5%	10.3%	12.3%	16.3%	15.6%	16.6%	17.0%	14.7%	15.3%
1=Very dissatisfied	9.7%	11.1%	18.7%	13.8%	12.6%	12.3%	16.7%	12.0%	13.2%
9=Don't know	31.9%	35.7%	25.0%	27.9%	30.5%	31.3%	28.2%	30.1%	29.8%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q19h Property Appraisers Office

5=Very satisfied	3.9%	2.4%	3.0%	2.5%	3.2%	4.3%	2.4%	3.2%	3.0%
4=Satisfied	20.8%	19.8%	17.2%	20.6%	20.0%	14.1%	20.3%	19.2%	19.6%
3=Neutral	27.1%	30.2%	32.8%	33.9%	32.9%	30.1%	33.4%	32.4%	32.5%
2=Dissatisfied	12.1%	9.5%	10.8%	14.6%	10.7%	14.1%	12.5%	11.7%	11.9%
1=Very dissatisfied	10.6%	14.3%	16.0%	11.1%	10.7%	13.5%	13.6%	10.9%	11.6%
9=Don't know	25.6%	23.8%	20.1%	17.3%	22.5%	23.9%	17.8%	22.5%	21.4%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q19i Tax Collectors Office

5=Very satisfied	4.3%	4.0%	3.0%	3.1%	4.0%	5.5%	3.1%	4.0%	3.8%
4=Satisfied	24.2%	18.3%	18.7%	23.9%	21.9%	22.1%	22.0%	22.0%	22.1%
3=Neutral	27.1%	34.1%	37.7%	37.0%	35.6%	31.3%	35.6%	35.4%	35.3%
2=Dissatisfied	9.7%	7.1%	10.4%	10.5%	7.8%	6.1%	10.0%	8.2%	8.7%
1=Very dissatisfied	9.2%	8.7%	9.7%	7.2%	8.4%	10.4%	9.8%	7.9%	8.4%
9=Don't know	25.6%	27.8%	20.5%	18.2%	22.3%	24.5%	19.6%	22.4%	21.7%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q19a Development & land use in the County

5=Very satisfied	6.9%	4.5%	4.7%	4.0%	4.1%	6.3%	3.8%	4.7%	4.4%
4=Satisfied	28.6%	26.4%	15.5%	22.1%	26.0%	15.6%	22.6%	24.2%	23.8%
3=Neutral	30.9%	34.5%	34.3%	32.0%	35.3%	43.0%	30.5%	35.9%	34.4%
2=Dissatisfied	17.1%	16.4%	23.2%	27.0%	22.4%	17.2%	29.0%	20.4%	22.8%
1=Very dissatisfied	16.6%	18.2%	22.3%	14.9%	12.3%	18.0%	14.2%	14.8%	14.6%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q19b Development & land use in your neighborhood

5=Very satisfied	7.0%	5.4%	5.1%	5.7%	5.9%	7.0%	4.5%	6.4%	5.9%
4=Satisfied	37.8%	34.8%	26.7%	31.5%	33.8%	29.5%	33.2%	32.3%	32.7%
3=Neutral	26.5%	36.6%	36.4%	35.9%	33.9%	37.2%	31.3%	35.7%	34.4%
2=Dissatisfied	17.3%	10.7%	17.8%	18.6%	17.9%	16.3%	20.4%	16.6%	17.7%
1=Very dissatisfied	11.4%	12.5%	14.0%	8.3%	8.4%	10.1%	10.6%	8.9%	9.3%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q19c How well the County is managing growth

5=Very satisfied	4.3%	3.5%	2.6%	3.3%	4.0%	9.1%	3.4%	4.1%	3.9%
4=Satisfied	23.8%	21.2%	15.9%	15.2%	18.7%	19.7%	18.1%	18.1%	18.1%
3=Neutral	29.2%	31.0%	29.6%	28.5%	30.9%	31.8%	26.8%	31.3%	30.1%
2=Dissatisfied	24.3%	22.1%	24.5%	29.8%	26.5%	17.4%	30.2%	25.0%	26.4%
1=Very dissatisfied	18.4%	22.1%	27.5%	23.2%	19.9%	22.0%	21.5%	21.5%	21.4%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q19d Opportunities for involvement in community economic development efforts

5=Very satisfied	3.1%	2.8%	3.2%	2.8%	3.9%	7.0%	2.9%	3.8%	3.6%
4=Satisfied	26.5%	24.8%	13.8%	19.5%	17.9%	19.1%	18.3%	19.3%	18.9%
3=Neutral	43.2%	38.5%	42.9%	44.2%	47.5%	44.3%	45.9%	45.2%	45.4%
2=Dissatisfied	12.3%	20.2%	22.1%	22.4%	19.1%	19.1%	20.8%	19.5%	19.8%
1=Very dissatisfied	14.8%	13.8%	18.0%	11.0%	11.7%	10.4%	12.1%	12.1%	12.3%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q19e Effectiveness of revitalization efforts in low income areas

5=Very satisfied	4.8%	4.0%	3.4%	2.4%	3.2%	6.5%	2.5%	3.6%	3.3%
4=Satisfied	23.8%	14.0%	16.7%	14.1%	16.6%	15.9%	15.9%	16.5%	16.3%
3=Neutral	32.1%	41.0%	33.3%	38.0%	41.4%	34.6%	37.0%	39.6%	38.8%
2=Dissatisfied	19.0%	24.0%	24.5%	29.0%	23.7%	22.4%	27.6%	23.7%	24.7%
1=Very dissatisfied	20.2%	17.0%	22.1%	16.6%	15.1%	20.6%	17.0%	16.7%	16.8%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q19f County process for getting building permits

5=Very satisfied	2.8%	3.8%	3.0%	2.8%	3.2%	4.5%	1.8%	3.7%	3.1%
4=Satisfied	21.0%	17.5%	15.3%	16.7%	16.4%	14.5%	15.6%	17.1%	16.6%
3=Neutral	36.4%	41.3%	34.5%	36.0%	37.0%	34.5%	32.4%	37.9%	36.5%
2=Dissatisfied	24.5%	20.0%	19.7%	22.7%	22.6%	25.5%	24.3%	21.6%	22.6%
1=Very dissatisfied	15.4%	17.5%	27.6%	21.8%	20.8%	20.9%	25.8%	19.8%	21.2%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q19g County process for conducting building inspections

5=Very satisfied	4.3%	3.7%	3.5%	2.7%	3.5%	5.4%	2.4%	3.9%	3.4%
4=Satisfied	22.7%	17.3%	16.9%	17.4%	17.0%	18.8%	16.0%	18.1%	17.5%
3=Neutral	36.2%	45.7%	38.3%	38.1%	39.0%	33.9%	34.6%	39.9%	38.5%
2=Dissatisfied	22.7%	16.0%	16.4%	22.6%	22.4%	24.1%	23.7%	21.0%	21.8%
1=Very dissatisfied	14.2%	17.3%	24.9%	19.2%	18.1%	17.9%	23.3%	17.2%	18.7%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q19h Property Appraisers Office

5=Very satisfied	5.2%	3.1%	3.7%	3.0%	4.1%	5.6%	3.0%	4.2%	3.9%
4=Satisfied	27.9%	26.0%	21.5%	24.9%	25.8%	18.5%	24.7%	24.8%	25.0%
3=Neutral	36.4%	39.6%	41.1%	41.0%	42.5%	39.5%	40.6%	41.8%	41.3%
2=Dissatisfied	16.2%	12.5%	13.6%	17.7%	13.8%	18.5%	15.2%	15.1%	15.1%
1=Very dissatisfied	14.3%	18.8%	20.1%	13.5%	13.9%	17.7%	16.5%	14.1%	14.7%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q19i Tax Collectors Office

5=Very satisfied	5.8%	5.5%	3.8%	3.8%	5.1%	7.3%	3.8%	5.2%	4.8%
4=Satisfied	32.5%	25.3%	23.5%	29.3%	28.2%	29.3%	27.4%	28.4%	28.3%
3=Neutral	36.4%	47.3%	47.4%	45.3%	45.8%	41.5%	44.2%	45.6%	45.0%
2=Dissatisfied	13.0%	9.9%	13.1%	12.8%	10.1%	8.1%	12.5%	10.6%	11.1%
1=Very dissatisfied	12.3%	12.1%	12.2%	8.9%	10.9%	13.8%	12.2%	10.2%	10.8%

Q20. Have you had contact by phone or in-person with any Miami-Dade County department in the last twelve months?

N=3148

Q10 How frequently do you use mass transit							Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember		Pre Hurricane	After	
1	2	3	4	5	9		1	2	

Q20 Contact by phone or in-person

1=Yes	53.6%	49.2%	61.9%	60.8%	50.5%	51.5%	57.8%	53.0%	54.2%
2=No	44.4%	48.4%	37.3%	38.7%	48.9%	40.5%	41.9%	45.7%	44.7%
9=No response	1.9%	2.4%	0.7%	0.5%	0.6%	8.0%	0.2%	1.3%	1.1%

Q20a. Which of the following Miami-Dade county services did you contact?

N=1707

	Q10 How frequently do you use mass transit						Timing		Total
	Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	
Q20a County services contacted									
01=311/County Answer Center	21.6%	19.4%	17.5%	14.9%	15.7%	22.6%	13.7%	17.9%	16.5%
02=911/Emergency Services	18.9%	30.6%	22.9%	16.6%	17.1%	16.7%	16.5%	18.6%	18.1%
03=Library services	36.9%	38.7%	30.7%	29.6%	21.0%	23.8%	29.8%	24.9%	26.1%
04=Parks and recreation programs	17.1%	25.8%	27.7%	17.7%	15.7%	15.5%	19.2%	17.4%	17.9%
05=Police (non-emergency)	33.3%	29.0%	30.7%	33.8%	30.1%	38.1%	37.4%	29.3%	31.8%
06=Property appraisal	7.2%	22.6%	20.5%	16.2%	15.5%	17.9%	16.3%	15.8%	16.0%
07=Property tax collection	17.1%	22.6%	23.5%	22.1%	20.6%	31.0%	20.7%	21.8%	21.7%
08=Street maintenance	17.1%	21.0%	19.3%	17.7%	17.3%	20.2%	19.7%	17.2%	17.9%
09=Transit services	42.3%	41.9%	27.1%	10.0%	5.0%	8.3%	14.2%	11.9%	12.5%

Q20a. Which of the following Miami-Dade county services did you contact?

N=1707

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q20a County services contacted (Cont.)

10=Garbage collection/ recycling	27.9%	25.8%	30.1%	30.0%	30.1%	33.3%	33.0%	29.0%	29.9%
11=Water & sewer services	15.3%	21.0%	18.7%	20.6%	20.8%	25.0%	22.6%	19.7%	20.4%
99=Other	13.5%	11.3%	14.5%	18.5%	17.4%	11.9%	17.3%	16.3%	16.7%
00=No response	0.9%	0.0%	0.0%	0.6%	1.0%	1.2%	0.6%	0.8%	0.8%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q21a It was easy to find the person who could address my request

5=Strongly agree	10.6%	7.1%	6.3%	7.5%	8.1%	9.2%	6.0%	8.6%	8.0%
4=Agree	28.5%	31.0%	26.5%	31.7%	25.6%	22.7%	28.0%	27.4%	27.4%
3=Neutral	18.8%	19.0%	23.5%	20.8%	19.7%	19.6%	22.2%	19.4%	20.2%
2=Disagree	15.9%	12.7%	16.4%	17.7%	15.0%	12.3%	18.0%	14.9%	15.6%
1=Strongly disagree	9.2%	6.3%	9.7%	7.9%	8.8%	11.0%	10.6%	8.1%	8.7%
9=Don't know	16.9%	23.8%	17.5%	14.4%	22.7%	25.2%	15.2%	21.7%	20.0%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q21b County employees that assisted me were courteous & professional

5=Strongly agree	13.5%	8.7%	8.2%	11.8%	11.2%	12.9%	8.8%	11.9%	11.2%
4=Agree	31.9%	33.3%	33.6%	37.9%	29.7%	27.0%	33.1%	32.0%	32.2%
3=Neutral	20.8%	19.8%	24.3%	23.2%	22.0%	18.4%	24.4%	21.4%	22.1%
2=Disagree	8.2%	6.3%	9.0%	9.6%	9.2%	7.4%	11.4%	8.2%	9.0%
1=Strongly disagree	9.2%	8.7%	7.1%	4.1%	5.5%	6.7%	6.6%	5.5%	5.7%
9=Don't know	16.4%	23.0%	17.9%	13.5%	22.4%	27.6%	15.6%	21.1%	19.7%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q21c I was able to get my question or concern resolved

5=Strongly agree	8.7%	9.5%	7.5%	9.7%	9.1%	9.8%	7.8%	9.4%	9.1%
4=Agree	33.3%	28.6%	31.0%	33.8%	28.7%	28.8%	32.3%	30.0%	30.5%
3=Neutral	19.8%	21.4%	26.5%	22.8%	19.2%	15.3%	21.4%	20.5%	20.6%
2=Disagree	11.1%	10.3%	8.2%	13.2%	11.5%	7.4%	12.7%	10.8%	11.3%
1=Strongly disagree	9.2%	6.3%	9.7%	6.7%	8.9%	11.0%	10.1%	8.0%	8.5%
9=Don't know	17.9%	23.8%	17.2%	13.8%	22.5%	27.6%	15.6%	21.4%	19.9%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q21d Response time to address my request was reasonable

5=Strongly agree	8.2%	9.5%	6.3%	9.2%	8.1%	8.6%	7.0%	8.6%	8.3%
4=Agree	27.5%	24.6%	26.5%	30.4%	25.9%	23.9%	26.9%	27.2%	27.0%
3=Neutral	19.3%	22.2%	26.5%	22.4%	21.3%	16.0%	24.2%	21.0%	21.6%
2=Disagree	14.0%	12.7%	12.3%	15.9%	11.6%	12.9%	14.7%	12.3%	13.0%
1=Strongly disagree	13.0%	6.3%	10.4%	8.2%	10.1%	11.7%	10.8%	9.4%	9.8%
9=Don't know	17.9%	24.6%	17.9%	14.0%	23.0%	27.0%	16.5%	21.5%	20.3%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q21e County employees went the extra mile to get my issue resolved

5=Strongly agree	7.2%	6.3%	5.2%	6.1%	6.6%	6.7%	4.9%	6.8%	6.4%
4=Agree	21.3%	13.5%	12.7%	18.1%	14.5%	13.5%	13.6%	16.2%	15.6%
3=Neutral	22.2%	27.8%	30.6%	28.5%	27.2%	23.9%	31.2%	26.2%	27.3%
2=Disagree	13.5%	12.7%	16.0%	18.2%	14.4%	11.7%	16.5%	14.7%	15.2%
1=Strongly disagree	17.4%	14.3%	14.6%	11.8%	12.3%	14.1%	15.4%	12.1%	12.9%
9=Don't know	18.4%	25.4%	20.9%	17.3%	25.0%	30.1%	18.5%	24.1%	22.6%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q21f I was satisfied with my experience

5=Strongly agree	10.1%	7.1%	6.7%	9.3%	9.4%	11.7%	7.2%	9.8%	9.2%
4=Agree	27.1%	26.2%	24.3%	27.7%	21.8%	19.0%	24.4%	23.8%	23.9%
3=Neutral	22.7%	18.3%	29.1%	25.4%	24.0%	21.5%	25.6%	24.0%	24.3%
2=Disagree	12.6%	15.1%	11.6%	14.9%	11.1%	10.4%	14.2%	11.6%	12.3%
1=Strongly disagree	10.1%	9.5%	10.8%	8.9%	11.4%	11.0%	12.7%	9.8%	10.5%
9=Don't know	17.4%	23.8%	17.5%	13.8%	22.3%	26.4%	15.9%	21.1%	19.8%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q21a It was easy to find the person who could address my request

5=Strongly agree	12.8%	9.4%	7.7%	8.8%	10.5%	12.3%	7.1%	11.0%	10.0%
4=Agree	34.3%	40.6%	32.1%	37.0%	33.2%	30.3%	33.0%	34.9%	34.3%
3=Neutral	22.7%	25.0%	28.5%	24.3%	25.5%	26.2%	26.2%	24.7%	25.3%
2=Disagree	19.2%	16.7%	19.9%	20.7%	19.4%	16.4%	21.2%	19.0%	19.5%
1=Strongly disagree	11.0%	8.3%	11.8%	9.2%	11.4%	14.8%	12.5%	10.3%	10.9%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q21b County employees that assisted me were courteous & professional

5=Strongly agree	16.2%	11.3%	10.0%	13.6%	14.4%	17.8%	10.4%	15.1%	14.0%
4=Agree	38.2%	43.3%	40.9%	43.8%	38.3%	37.3%	39.3%	40.6%	40.1%
3=Neutral	24.9%	25.8%	29.5%	26.8%	28.3%	25.4%	29.0%	27.1%	27.5%
2=Disagree	9.8%	8.2%	10.9%	11.1%	11.9%	10.2%	13.5%	10.3%	11.2%
1=Strongly disagree	11.0%	11.3%	8.6%	4.8%	7.0%	9.3%	7.8%	6.9%	7.1%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q21c I was able to get my question or concern resolved

5=Strongly agree	10.6%	12.5%	9.0%	11.3%	11.7%	13.6%	9.3%	11.9%	11.4%
4=Agree	40.6%	37.5%	37.4%	39.2%	37.1%	39.8%	38.3%	38.1%	38.1%
3=Neutral	24.1%	28.1%	32.0%	26.4%	24.8%	21.2%	25.4%	26.1%	25.8%
2=Disagree	13.5%	13.5%	9.9%	15.3%	14.8%	10.2%	15.1%	13.8%	14.2%
1=Strongly disagree	11.2%	8.3%	11.7%	7.8%	11.5%	15.3%	12.0%	10.2%	10.6%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q21d Response time to address my request was reasonable

5=Strongly agree	10.0%	12.6%	7.7%	10.7%	10.6%	11.8%	8.3%	10.9%	10.4%
4=Agree	33.5%	32.6%	32.3%	35.3%	33.7%	32.8%	32.2%	34.7%	33.9%
3=Neutral	23.5%	29.5%	32.3%	26.0%	27.6%	21.8%	29.0%	26.7%	27.1%
2=Disagree	17.1%	16.8%	15.0%	18.5%	15.1%	17.6%	17.6%	15.7%	16.3%
1=Strongly disagree	15.9%	8.4%	12.7%	9.5%	13.1%	16.0%	12.9%	12.0%	12.2%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q21e County employees went the extra mile to get my issue resolved

5=Strongly agree	8.9%	8.5%	6.6%	7.4%	8.9%	9.6%	6.0%	8.9%	8.3%
4=Agree	26.0%	18.1%	16.0%	21.9%	19.3%	19.3%	16.6%	21.3%	20.1%
3=Neutral	27.2%	37.2%	38.7%	34.4%	36.3%	34.2%	38.2%	34.5%	35.3%
2=Disagree	16.6%	17.0%	20.3%	22.1%	19.2%	16.7%	20.2%	19.3%	19.7%
1=Strongly disagree	21.3%	19.1%	18.4%	14.2%	16.4%	20.2%	18.9%	16.0%	16.6%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q21f I was satisfied with my experience

5=Strongly agree	12.3%	9.4%	8.1%	10.8%	12.1%	15.8%	8.6%	12.4%	11.5%
4=Agree	32.7%	34.4%	29.4%	32.1%	28.1%	25.8%	29.1%	30.1%	29.7%
3=Neutral	27.5%	24.0%	35.3%	29.4%	30.8%	29.2%	30.4%	30.4%	30.3%
2=Disagree	15.2%	19.8%	14.0%	17.3%	14.3%	14.2%	16.9%	14.7%	15.3%
1=Strongly disagree	12.3%	12.5%	13.1%	10.4%	14.6%	15.0%	15.1%	12.4%	13.1%

Q22. Which TWO areas of customer service listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q22 Customer service

A=Easy to find person who can address request	26.6%	23.0%	31.7%	30.9%	23.7%	19.6%	30.8%	24.6%	26.1%
B=Courteous & professional	20.3%	16.7%	17.5%	13.2%	13.3%	9.8%	16.7%	13.2%	14.0%
C=Able to get question/ concern resolved	20.3%	15.1%	19.4%	19.0%	17.7%	13.5%	19.6%	17.6%	18.0%
D=Response time is reasonable	24.6%	18.3%	19.4%	20.3%	18.3%	13.5%	19.1%	18.9%	19.1%
E=Will go extra mile	12.1%	29.4%	23.5%	24.2%	19.5%	17.2%	24.7%	19.5%	20.8%
F=Satisfied with my experience	5.3%	6.3%	4.1%	4.0%	4.5%	1.2%	3.8%	4.5%	4.3%
Z=No response	41.5%	41.3%	38.4%	40.9%	48.9%	61.3%	39.0%	48.1%	45.9%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q23a Availability of information regarding programs & services

5=Very satisfied	14.1%	10.3%	10.4%	10.5%	10.2%	8.6%	11.0%	10.2%	10.5%
4=Satisfied	37.9%	33.3%	37.7%	40.6%	34.2%	35.6%	37.0%	36.1%	36.4%
3=Neutral	21.4%	20.6%	29.1%	25.5%	26.3%	20.2%	24.2%	26.3%	25.5%
2=Dissatisfied	9.2%	15.9%	7.8%	10.1%	7.8%	4.9%	9.1%	8.4%	8.6%
1=Very dissatisfied	3.4%	3.2%	3.0%	1.8%	2.6%	4.9%	2.7%	2.4%	2.6%
9=Don't know	14.1%	16.7%	11.9%	11.5%	18.9%	25.8%	16.0%	16.5%	16.5%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q23b Quality of cultural facilities, theaters, museums & arts centers

5=Very satisfied	13.0%	8.7%	6.7%	9.7%	10.1%	6.1%	10.1%	9.4%	9.7%
4=Satisfied	32.4%	34.1%	37.3%	41.3%	34.2%	36.2%	35.7%	36.3%	36.2%
3=Neutral	23.2%	23.0%	29.9%	24.5%	26.9%	24.5%	25.2%	26.6%	26.0%
2=Dissatisfied	10.1%	12.7%	8.6%	9.8%	8.8%	7.4%	9.9%	9.0%	9.2%
1=Very dissatisfied	6.8%	4.8%	1.9%	3.5%	3.5%	4.9%	4.0%	3.4%	3.7%
9=Don't know	14.5%	16.7%	15.7%	11.3%	16.4%	20.9%	15.0%	15.3%	15.2%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q23c Availability of cultural facilities

5=Very satisfied	10.6%	7.1%	5.2%	7.4%	8.4%	5.5%	8.1%	7.6%	7.8%
4=Satisfied	33.8%	34.1%	34.3%	36.1%	33.3%	31.9%	34.1%	34.0%	34.1%
3=Neutral	23.7%	22.2%	28.0%	28.6%	26.9%	28.2%	25.9%	27.8%	27.1%
2=Dissatisfied	11.6%	15.1%	11.6%	13.3%	9.9%	7.4%	11.9%	10.8%	11.1%
1=Very dissatisfied	6.3%	4.8%	4.9%	4.0%	4.2%	4.9%	5.0%	4.0%	4.4%
9=Don't know	14.0%	16.7%	16.0%	10.6%	17.3%	22.1%	15.0%	15.7%	15.5%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q23d Availability of arts activities

5=Very satisfied	13.0%	7.1%	4.9%	7.9%	9.1%	7.4%	9.2%	8.3%	8.5%
4=Satisfied	31.9%	27.0%	32.5%	36.6%	32.2%	32.5%	34.0%	32.6%	33.1%
3=Neutral	24.6%	29.4%	32.5%	27.6%	26.8%	29.4%	26.8%	28.2%	27.5%
2=Dissatisfied	10.1%	17.5%	9.7%	12.4%	10.4%	6.1%	11.6%	10.6%	10.9%
1=Very dissatisfied	6.3%	4.8%	4.1%	4.5%	4.1%	4.3%	4.6%	4.2%	4.4%
9=Don't know	14.0%	14.3%	16.4%	11.0%	17.4%	20.2%	13.8%	16.0%	15.5%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q23e Quality of County park system

5=Very satisfied	13.5%	6.3%	6.0%	9.1%	9.6%	9.2%	9.9%	9.0%	9.2%
4=Satisfied	33.8%	42.1%	35.4%	45.7%	39.6%	36.8%	39.7%	40.5%	40.3%
3=Neutral	25.1%	25.4%	29.5%	27.0%	24.6%	25.8%	26.5%	25.6%	25.7%
2=Dissatisfied	12.1%	9.5%	8.6%	8.2%	8.5%	4.3%	8.9%	8.4%	8.5%
1=Very dissatisfied	4.3%	4.8%	4.9%	2.2%	3.5%	3.7%	2.7%	3.5%	3.4%
9=Don't know	11.1%	11.9%	15.7%	7.9%	14.2%	20.2%	12.2%	13.0%	12.8%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q23f Quality of park ground maintenance

5=Very satisfied	13.0%	6.3%	7.5%	8.9%	9.8%	9.2%	10.3%	9.1%	9.4%
4=Satisfied	33.3%	44.4%	35.8%	48.8%	39.0%	36.2%	40.3%	40.8%	40.8%
3=Neutral	27.1%	21.4%	29.5%	24.6%	25.2%	21.5%	25.4%	25.5%	25.2%
2=Dissatisfied	12.1%	9.5%	8.6%	7.8%	8.2%	8.0%	8.1%	8.6%	8.4%
1=Very dissatisfied	3.4%	6.3%	4.5%	1.8%	3.5%	3.7%	3.4%	3.1%	3.3%
9=Don't know	11.1%	11.9%	14.2%	8.2%	14.3%	21.5%	12.5%	12.9%	12.8%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q23g Quality of park facilities maintenance

5=Very satisfied	12.1%	5.6%	7.5%	8.3%	8.8%	9.2%	9.9%	8.3%	8.7%
4=Satisfied	29.5%	41.3%	31.0%	45.5%	37.3%	35.0%	37.5%	38.3%	38.3%
3=Neutral	30.0%	25.4%	32.8%	25.1%	25.8%	21.5%	26.2%	26.7%	26.2%
2=Dissatisfied	13.5%	9.5%	10.4%	9.2%	9.6%	7.4%	9.5%	9.8%	9.7%
1=Very dissatisfied	3.4%	6.3%	4.5%	2.1%	3.5%	4.3%	3.3%	3.3%	3.4%
9=Don't know	11.6%	11.9%	13.8%	9.8%	15.0%	22.7%	13.6%	13.7%	13.7%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q23h Quality of park programs

5=Very satisfied	10.6%	5.6%	5.6%	6.9%	7.6%	9.8%	8.6%	7.0%	7.5%
4=Satisfied	27.1%	29.4%	27.2%	32.7%	28.6%	27.6%	29.8%	29.2%	29.4%
3=Neutral	26.6%	25.4%	32.1%	32.5%	28.7%	22.1%	31.3%	29.1%	29.3%
2=Dissatisfied	10.6%	14.3%	10.8%	8.4%	7.5%	7.4%	7.5%	8.8%	8.5%
1=Very dissatisfied	3.9%	4.8%	4.1%	1.8%	3.2%	5.5%	2.9%	3.1%	3.1%
9=Don't know	21.3%	20.6%	20.1%	17.7%	24.5%	27.6%	19.9%	22.8%	22.3%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q23i Availability of park programs

5=Very satisfied	9.7%	5.6%	6.0%	7.0%	7.3%	8.6%	8.3%	6.8%	7.2%
4=Satisfied	26.1%	28.6%	23.5%	31.7%	26.8%	28.2%	27.9%	27.7%	27.8%
3=Neutral	25.1%	21.4%	32.8%	30.4%	29.1%	23.3%	30.3%	28.9%	28.8%
2=Dissatisfied	13.0%	19.0%	13.1%	9.8%	8.1%	8.6%	10.3%	9.6%	9.8%
1=Very dissatisfied	5.3%	4.8%	4.9%	2.7%	3.4%	5.5%	3.3%	3.6%	3.6%
9=Don't know	20.8%	20.6%	19.8%	18.4%	25.5%	25.8%	19.9%	23.4%	22.7%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q23j Availability of green space near your home

5=Very satisfied	12.1%	7.9%	6.7%	9.6%	9.4%	9.8%	9.5%	9.3%	9.4%
4=Satisfied	28.0%	31.0%	29.5%	38.4%	32.3%	28.8%	34.2%	32.6%	33.0%
3=Neutral	21.7%	23.0%	22.4%	21.7%	24.0%	21.5%	20.8%	24.2%	23.0%
2=Dissatisfied	15.9%	16.7%	15.3%	15.1%	12.2%	9.8%	12.6%	13.8%	13.5%
1=Very dissatisfied	10.6%	6.3%	13.1%	7.0%	8.7%	8.6%	11.0%	7.6%	8.7%
9=Don't know	11.6%	15.1%	13.1%	8.2%	13.4%	21.5%	11.9%	12.5%	12.5%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q23k Quality of the County's library system

5=Very satisfied	29.5%	13.5%	15.3%	17.7%	17.0%	14.1%	18.0%	17.3%	17.6%
4=Satisfied	33.3%	38.1%	42.2%	45.7%	36.9%	35.6%	40.2%	39.0%	39.2%
3=Neutral	14.5%	14.3%	22.4%	17.6%	17.4%	16.6%	18.9%	17.1%	17.5%
2=Dissatisfied	6.8%	5.6%	3.0%	3.8%	3.0%	3.1%	4.2%	3.3%	3.5%
1=Very dissatisfied	2.4%	3.2%	1.1%	0.9%	1.2%	1.8%	1.1%	1.2%	1.3%
9=Don't know	13.5%	25.4%	16.0%	14.4%	24.5%	28.8%	17.6%	22.2%	20.8%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q23l Quality of library facilities maintenance

5=Very satisfied	23.2%	12.7%	15.3%	15.3%	15.8%	13.5%	17.0%	15.3%	15.9%
4=Satisfied	35.3%	39.7%	40.3%	46.8%	37.0%	34.4%	39.1%	39.8%	39.5%
3=Neutral	16.9%	11.9%	21.6%	18.0%	17.7%	17.8%	19.6%	17.3%	17.8%
2=Dissatisfied	5.3%	5.6%	3.7%	3.8%	3.4%	4.3%	5.0%	3.3%	3.8%
1=Very dissatisfied	4.3%	3.2%	1.1%	0.8%	0.8%	0.6%	0.9%	1.1%	1.1%
9=Don't know	15.0%	27.0%	17.9%	15.4%	25.3%	29.4%	18.5%	23.3%	21.9%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q23m Availability of the materials you need

5=Very satisfied	23.2%	11.1%	13.8%	14.6%	15.6%	10.4%	16.5%	14.7%	15.3%
4=Satisfied	30.9%	38.1%	40.3%	42.6%	34.2%	38.7%	36.2%	37.4%	36.9%
3=Neutral	21.3%	11.1%	20.1%	19.8%	19.3%	16.0%	20.3%	18.7%	19.1%
2=Dissatisfied	7.2%	10.3%	6.7%	6.3%	4.1%	3.1%	6.5%	4.9%	5.3%
1=Very dissatisfied	2.9%	4.0%	2.2%	1.7%	1.4%	1.8%	2.0%	1.5%	1.7%
9=Don't know	14.5%	25.4%	16.8%	15.0%	25.4%	30.1%	18.6%	22.9%	21.6%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q23n Hours libraries are open

5=Very satisfied	18.4%	10.3%	12.3%	14.0%	14.0%	9.2%	15.3%	13.2%	13.8%
4=Satisfied	37.2%	33.3%	42.2%	42.7%	36.3%	34.4%	37.8%	38.2%	38.2%
3=Neutral	16.9%	14.3%	16.8%	21.9%	18.5%	20.9%	21.5%	18.2%	19.0%
2=Dissatisfied	9.7%	12.7%	8.2%	4.7%	4.7%	4.9%	5.5%	5.6%	5.6%
1=Very dissatisfied	4.3%	4.8%	3.7%	1.9%	1.5%	1.2%	1.6%	2.2%	2.1%
9=Don't know	13.5%	24.6%	16.8%	14.9%	25.1%	29.4%	18.3%	22.6%	21.3%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q23a Availability of information regarding programs & services

5=Very satisfied	16.4%	12.4%	11.9%	11.8%	12.6%	11.6%	13.1%	12.2%	12.6%
4=Satisfied	44.1%	40.0%	42.8%	45.9%	42.2%	47.9%	44.0%	43.3%	43.5%
3=Neutral	24.9%	24.8%	33.1%	28.8%	32.4%	27.3%	28.9%	31.5%	30.5%
2=Dissatisfied	10.7%	19.0%	8.9%	11.4%	9.6%	6.6%	10.8%	10.1%	10.3%
1=Very dissatisfied	4.0%	3.8%	3.4%	2.0%	3.2%	6.6%	3.2%	2.9%	3.2%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q23b Quality of cultural facilities, theaters, museums & arts centers

5=Very satisfied	15.3%	10.5%	8.0%	10.9%	12.1%	7.8%	11.9%	11.2%	11.4%
4=Satisfied	37.9%	41.0%	44.2%	46.5%	40.9%	45.7%	42.0%	42.9%	42.7%
3=Neutral	27.1%	27.6%	35.4%	27.6%	32.2%	31.0%	29.6%	31.4%	30.7%
2=Dissatisfied	11.9%	15.2%	10.2%	11.1%	10.5%	9.3%	11.7%	10.6%	10.9%
1=Very dissatisfied	7.9%	5.7%	2.2%	3.9%	4.2%	6.2%	4.7%	4.0%	4.4%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q23c Availability of cultural facilities

5=Very satisfied	12.4%	8.6%	6.2%	8.2%	10.1%	7.1%	9.5%	9.1%	9.3%
4=Satisfied	39.3%	41.0%	40.9%	40.4%	40.3%	40.9%	40.1%	40.3%	40.4%
3=Neutral	27.5%	26.7%	33.3%	32.0%	32.6%	36.2%	30.5%	33.0%	32.1%
2=Dissatisfied	13.5%	18.1%	13.8%	14.9%	12.0%	9.4%	14.0%	12.8%	13.1%
1=Very dissatisfied	7.3%	5.7%	5.8%	4.5%	5.0%	6.3%	5.9%	4.8%	5.2%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q23d Availability of arts activities

5=Very satisfied	15.2%	8.3%	5.8%	8.9%	11.0%	9.2%	10.6%	9.9%	10.1%
4=Satisfied	37.1%	31.5%	38.8%	41.1%	39.0%	40.8%	39.4%	38.8%	39.2%
3=Neutral	28.7%	34.3%	38.8%	31.0%	32.4%	36.9%	31.1%	33.6%	32.6%
2=Dissatisfied	11.8%	20.4%	11.6%	14.0%	12.6%	7.7%	13.5%	12.7%	12.9%
1=Very dissatisfied	7.3%	5.6%	4.9%	5.1%	5.0%	5.4%	5.4%	5.0%	5.2%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q23e Quality of County park system

5=Very satisfied	15.2%	7.2%	7.1%	9.8%	11.1%	11.5%	11.3%	10.3%	10.6%
4=Satisfied	38.0%	47.7%	42.0%	49.6%	46.2%	46.2%	45.3%	46.6%	46.2%
3=Neutral	28.3%	28.8%	35.0%	29.4%	28.7%	32.3%	30.2%	29.5%	29.5%
2=Dissatisfied	13.6%	10.8%	10.2%	8.8%	9.9%	5.4%	10.2%	9.6%	9.7%
1=Very dissatisfied	4.9%	5.4%	5.8%	2.4%	4.1%	4.6%	3.1%	4.0%	3.9%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q23f Quality of park ground maintenance

5=Very satisfied	14.7%	7.2%	8.7%	9.7%	11.4%	11.7%	11.7%	10.5%	10.8%
4=Satisfied	37.5%	50.5%	41.7%	53.1%	45.5%	46.1%	46.1%	46.8%	46.8%
3=Neutral	30.4%	24.3%	34.3%	26.8%	29.4%	27.3%	29.1%	29.3%	28.9%
2=Dissatisfied	13.6%	10.8%	10.0%	8.5%	9.6%	10.2%	9.2%	9.8%	9.7%
1=Very dissatisfied	3.8%	7.2%	5.2%	2.0%	4.1%	4.7%	3.9%	3.5%	3.8%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q23g Quality of park facilities maintenance

5=Very satisfied	13.7%	6.3%	8.7%	9.2%	10.4%	11.9%	11.5%	9.6%	10.0%
4=Satisfied	33.3%	46.8%	35.9%	50.5%	43.9%	45.2%	43.4%	44.4%	44.4%
3=Neutral	33.9%	28.8%	38.1%	27.8%	30.3%	27.8%	30.3%	31.0%	30.4%
2=Dissatisfied	15.3%	10.8%	12.1%	10.2%	11.3%	9.5%	11.0%	11.3%	11.3%
1=Very dissatisfied	3.8%	7.2%	5.2%	2.3%	4.1%	5.6%	3.8%	3.8%	3.9%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q23h Quality of park programs

5=Very satisfied	13.5%	7.0%	7.0%	8.3%	10.0%	13.6%	10.7%	9.1%	9.6%
4=Satisfied	34.4%	37.0%	34.1%	39.8%	37.8%	38.1%	37.3%	37.8%	37.8%
3=Neutral	33.7%	32.0%	40.2%	39.5%	38.0%	30.5%	39.1%	37.7%	37.7%
2=Dissatisfied	13.5%	18.0%	13.6%	10.2%	10.0%	10.2%	9.3%	11.4%	10.9%
1=Very dissatisfied	4.9%	6.0%	5.1%	2.2%	4.2%	7.6%	3.7%	4.0%	4.0%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q23i Availability of park programs

5=Very satisfied	12.2%	7.0%	7.4%	8.6%	9.7%	11.6%	10.4%	8.9%	9.4%
4=Satisfied	32.9%	36.0%	29.3%	38.8%	35.9%	38.0%	34.8%	36.2%	36.0%
3=Neutral	31.7%	27.0%	40.9%	37.2%	39.0%	31.4%	37.9%	37.7%	37.3%
2=Dissatisfied	16.5%	24.0%	16.3%	12.0%	10.9%	11.6%	12.8%	12.6%	12.6%
1=Very dissatisfied	6.7%	6.0%	6.0%	3.3%	4.5%	7.4%	4.1%	4.7%	4.7%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q23j Availability of green space near your home

5=Very satisfied	13.7%	9.3%	7.7%	10.4%	10.9%	12.5%	10.8%	10.6%	10.7%
4=Satisfied	31.7%	36.4%	33.9%	41.8%	37.3%	36.7%	38.8%	37.2%	37.7%
3=Neutral	24.6%	27.1%	25.8%	23.7%	27.7%	27.3%	23.6%	27.7%	26.3%
2=Dissatisfied	18.0%	19.6%	17.6%	16.5%	14.1%	12.5%	14.3%	15.8%	15.4%
1=Very dissatisfied	12.0%	7.5%	15.0%	7.6%	10.0%	10.9%	12.5%	8.7%	9.9%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q23k Quality of the County's library system

5=Very satisfied	34.1%	18.1%	18.2%	20.7%	22.5%	19.8%	21.8%	22.2%	22.2%
4=Satisfied	38.5%	51.1%	50.2%	53.3%	48.8%	50.0%	48.8%	50.1%	49.6%
3=Neutral	16.8%	19.1%	26.7%	20.5%	23.0%	23.3%	23.0%	21.9%	22.1%
2=Dissatisfied	7.8%	7.4%	3.6%	4.4%	3.9%	4.3%	5.0%	4.2%	4.5%
1=Very dissatisfied	2.8%	4.3%	1.3%	1.1%	1.6%	2.6%	1.3%	1.6%	1.7%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q23l Quality of library facilities maintenance

5=Very satisfied	27.3%	17.4%	18.6%	18.0%	21.1%	19.1%	20.8%	19.9%	20.3%
4=Satisfied	41.5%	54.3%	49.1%	55.4%	49.5%	48.7%	48.0%	51.8%	50.6%
3=Neutral	19.9%	16.3%	26.4%	21.3%	23.7%	25.2%	24.0%	22.5%	22.8%
2=Dissatisfied	6.3%	7.6%	4.5%	4.4%	4.6%	6.1%	6.1%	4.3%	4.8%
1=Very dissatisfied	5.1%	4.3%	1.4%	0.9%	1.1%	0.9%	1.0%	1.4%	1.5%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q23m Availability of the materials you need

5=Very satisfied	27.1%	14.9%	16.6%	17.2%	21.0%	14.9%	20.3%	19.1%	19.5%
4=Satisfied	36.2%	51.1%	48.4%	50.1%	45.8%	55.3%	44.4%	48.5%	47.1%
3=Neutral	24.9%	14.9%	24.2%	23.3%	25.9%	22.8%	24.9%	24.3%	24.4%
2=Dissatisfied	8.5%	13.8%	8.1%	7.5%	5.5%	4.4%	8.0%	6.4%	6.7%
1=Very dissatisfied	3.4%	5.3%	2.7%	2.0%	1.8%	2.6%	2.4%	1.9%	2.2%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q23n Hours libraries are open

5=Very satisfied	21.2%	13.7%	14.8%	16.4%	18.7%	13.0%	18.7%	17.0%	17.5%
4=Satisfied	43.0%	44.2%	50.7%	50.2%	48.4%	48.7%	46.3%	49.4%	48.5%
3=Neutral	19.6%	18.9%	20.2%	25.7%	24.7%	29.6%	26.3%	23.5%	24.2%
2=Dissatisfied	11.2%	16.8%	9.9%	5.5%	6.2%	7.0%	6.7%	7.2%	7.1%
1=Very dissatisfied	5.0%	6.3%	4.5%	2.3%	2.0%	1.7%	1.9%	2.8%	2.7%

Q24. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

	Q10 How frequently do you use mass transit						Timing		Total
	Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	
<u>Q24 Library services</u>									
A=Availability of information	3.4%	7.1%	5.6%	3.8%	3.2%	1.2%	3.9%	3.5%	3.6%
B=Quality of cultural facilities	4.3%	4.0%	3.0%	2.1%	3.0%	1.8%	2.3%	3.0%	2.9%
C=Availability of cultural facilities	4.3%	2.4%	3.0%	4.0%	3.0%	3.1%	3.5%	3.2%	3.3%
D=Availability of arts activities	3.9%	4.0%	3.7%	4.8%	3.8%	1.8%	4.4%	3.8%	3.9%
E=Quality of County park system	4.8%	3.2%	3.0%	2.7%	3.1%	0.0%	2.7%	3.0%	3.0%
F=Quality of park ground maintenance	4.8%	3.2%	4.9%	2.2%	2.0%	0.0%	3.2%	2.2%	2.4%
G=Quality of park facilities maintenance	4.8%	4.0%	2.6%	2.8%	3.2%	1.2%	3.2%	2.9%	3.1%

Q24. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q24 Library services (Cont.)

H=Quality of park programs	1.4%	0.8%	2.6%	2.5%	1.9%	1.2%	2.4%	1.9%	2.0%
I=Availability of park programs	3.9%	4.0%	2.2%	3.8%	2.3%	0.0%	3.2%	2.6%	2.7%
J=Availability of green space near your home	3.9%	7.1%	4.5%	6.2%	3.6%	2.5%	6.2%	3.8%	4.4%
K=Quality of the County's library system	14.5%	7.1%	10.4%	9.7%	9.2%	4.9%	8.8%	9.6%	9.5%
L=Quality of library facilities maintenance	7.7%	0.8%	7.1%	8.3%	6.3%	4.3%	7.9%	6.0%	6.6%
M=Availability of the materials you need	21.7%	17.5%	24.3%	21.9%	15.6%	8.6%	19.2%	17.5%	18.0%

Q24. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q24 Library services (Cont.)

N=Hours libraries are open	21.3%	23.0%	20.5%	20.2%	13.2%	9.8%	16.0%	16.4%	16.3%
Z=None chosen	44.4%	52.4%	47.8%	48.5%	60.3%	77.3%	52.3%	57.3%	55.8%

Q25. Community Relations Ratings. Please rate your level of agreement with the following statements:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q25a Racial tension is a problem in County as a whole

5=Strongly agree	20.3%	19.8%	15.7%	16.7%	13.0%	12.9%	18.1%	13.7%	14.9%
4=Agree	24.6%	27.8%	27.2%	31.7%	29.9%	24.5%	30.3%	29.2%	29.4%
3=Neutral	21.3%	20.6%	25.0%	24.5%	23.8%	24.5%	22.9%	24.4%	23.8%
2=Disagree	16.9%	15.9%	16.0%	16.6%	18.9%	14.7%	16.0%	18.3%	17.6%
1=Strongly disagree	10.6%	4.8%	6.3%	4.1%	5.7%	6.1%	4.5%	5.9%	5.7%
9=Don't know	6.3%	11.1%	9.7%	6.5%	8.7%	17.2%	8.2%	8.6%	8.6%

Q25. Community Relations Ratings. Please rate your level of agreement with the following statements:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q25b Racial tension is problem in neighborhood

5=Strongly agree	7.2%	5.6%	5.6%	2.8%	4.5%	4.3%	4.0%	4.6%	4.4%
4=Agree	11.6%	9.5%	11.6%	9.8%	9.6%	4.3%	9.9%	9.4%	9.7%
3=Neutral	16.9%	29.4%	25.7%	27.0%	21.1%	25.2%	24.0%	23.2%	23.2%
2=Disagree	33.8%	29.4%	35.4%	37.5%	38.9%	32.5%	36.1%	37.9%	37.2%
1=Strongly disagree	22.7%	15.1%	11.9%	16.4%	17.1%	17.2%	17.1%	16.4%	16.8%
9=Don't know	7.7%	11.1%	9.7%	6.3%	8.8%	16.6%	8.9%	8.5%	8.7%

Q25. Community Relations Ratings. Please rate your level of agreement with the following statements:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q25c Good job of promoting positive relations between different groups

5=Strongly agree	8.7%	11.9%	6.0%	6.7%	6.8%	11.0%	7.0%	7.2%	7.3%
4=Agree	28.5%	25.4%	23.5%	23.3%	26.7%	20.9%	24.6%	25.7%	25.3%
3=Neutral	21.7%	27.8%	29.5%	31.2%	31.7%	25.2%	28.1%	31.2%	30.2%
2=Disagree	15.9%	13.5%	16.8%	17.9%	12.9%	15.3%	16.6%	14.1%	14.8%
1=Strongly disagree	12.1%	10.3%	11.2%	9.1%	7.5%	8.6%	9.8%	8.1%	8.7%
9=Don't know	13.0%	11.1%	13.1%	11.9%	14.4%	19.0%	13.9%	13.7%	13.7%

Q25. Community Relations Ratings. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q25a Racial tension is a problem in County as a whole

5=Strongly agree	21.6%	22.3%	17.4%	17.8%	14.3%	15.6%	19.7%	15.0%	16.3%
4=Agree	26.3%	31.3%	30.2%	33.9%	32.7%	29.6%	33.0%	31.9%	32.2%
3=Neutral	22.7%	23.2%	27.7%	26.1%	26.1%	29.6%	24.9%	26.7%	26.1%
2=Disagree	18.0%	17.9%	17.8%	17.7%	20.7%	17.8%	17.4%	20.0%	19.3%
1=Strongly disagree	11.3%	5.4%	7.0%	4.4%	6.3%	7.4%	4.9%	6.4%	6.2%

Q25. Community Relations Ratings. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q25b Racial tension is problem in neighborhood

5=Strongly agree	7.9%	6.3%	6.2%	3.0%	5.0%	5.1%	4.4%	5.1%	4.8%
4=Agree	12.6%	10.7%	12.8%	10.5%	10.5%	5.1%	10.9%	10.3%	10.6%
3=Neutral	18.3%	33.0%	28.5%	28.9%	23.1%	30.1%	26.3%	25.3%	25.4%
2=Disagree	36.6%	33.0%	39.3%	40.1%	42.7%	39.0%	39.6%	41.4%	40.8%
1=Strongly disagree	24.6%	17.0%	13.2%	17.5%	18.7%	20.6%	18.8%	17.9%	18.4%

Q25. Community Relations Ratings. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q25c Good job of promoting positive relations between different groups

5=Strongly agree	10.0%	13.4%	6.9%	7.6%	8.0%	13.6%	8.1%	8.4%	8.4%
4=Agree	32.8%	28.6%	27.0%	26.4%	31.2%	25.8%	28.6%	29.8%	29.4%
3=Neutral	25.0%	31.3%	33.9%	35.4%	37.0%	31.1%	32.7%	36.1%	35.0%
2=Disagree	18.3%	15.2%	19.3%	20.3%	15.1%	18.9%	19.3%	16.3%	17.2%
1=Strongly disagree	13.9%	11.6%	12.9%	10.3%	8.8%	10.6%	11.4%	9.4%	10.0%

Q26. In the last 12 months, did you renew your auto tag in Miami-Dade County?

N=3148

Q10 How frequently do you use mass transit							Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember		Pre Hurricane	After	
1	2	3	4	5	9		1	2	

Q26 Did you renew your auto tag

1=Yes	64.7%	73.0%	82.8%	89.8%	89.7%	85.9%	89.0%	85.8%	86.6%
2=No	32.9%	23.8%	16.8%	9.4%	10.0%	11.7%	10.3%	13.4%	12.6%
9=No response	2.4%	3.2%	0.4%	0.8%	0.3%	2.5%	0.7%	0.8%	0.8%

Q26a. If you renewed your auto tag (license plate) in the last 12 months, how do you rate that experience?

N=2727

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q26a How do you rate that experience

5=Very satisfied	38.8%	37.0%	40.5%	44.7%	45.8%	43.6%	43.1%	44.9%	44.3%
4=Satisfied	41.0%	42.4%	41.9%	41.8%	38.5%	45.7%	39.6%	40.6%	40.3%
3=Neutral	6.7%	8.7%	8.6%	6.5%	7.8%	5.7%	8.9%	6.7%	7.4%
2=Dissatisfied	4.5%	8.7%	4.1%	3.2%	3.4%	2.1%	3.7%	3.4%	3.6%
1=Very dissatisfied	6.7%	3.3%	3.2%	1.4%	1.5%	2.1%	1.5%	2.1%	1.9%
9=Don't know	2.2%	0.0%	1.8%	2.4%	3.0%	0.7%	3.2%	2.4%	2.5%

Q26b. What method did you use to renew your auto tag?

N=2727

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q26b What method did you use to renew

1=In person at County Government Auto Tag Office	31.3%	22.8%	11.7%	13.5%	11.8%	11.4%	8.5%	15.2%	13.6%
2=In person at privately run auto tag office	30.6%	39.1%	28.4%	25.8%	28.0%	27.1%	28.3%	27.8%	27.9%
3=By mail	25.4%	22.8%	40.1%	42.9%	39.7%	47.1%	44.2%	38.2%	39.6%
4=Via the Internet	12.7%	14.1%	18.9%	16.3%	19.1%	12.1%	17.2%	17.5%	17.5%
9=Don't know	0.0%	1.1%	0.9%	1.4%	1.5%	2.1%	1.8%	1.2%	1.4%

Q27. Have you heard of Team Metro?

N=3148

	Q10 How frequently do you use mass transit						Timing		Total
	Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	
Q27 Have you heard of Team Metro									
1=Yes	51.2%	38.1%	49.3%	54.7%	43.9%	46.0%	49.5%	46.4%	47.4%
2=No	46.4%	59.5%	48.9%	44.4%	55.3%	50.3%	49.6%	52.3%	51.4%
9=No response	2.4%	2.4%	1.9%	0.9%	0.7%	3.7%	0.9%	1.3%	1.2%

Q27a. How did you learn about Team Metro?

N=1492

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q27a How did you learn about Team Metro

1=Team Metro Office Visit	25.5%	20.8%	24.2%	23.9%	21.2%	32.0%	25.2%	22.0%	23.1%
2=Team Metro Bus	24.5%	20.8%	18.9%	9.0%	8.1%	12.0%	8.4%	11.8%	11.1%
3=Code enforcement	6.6%	14.6%	9.1%	13.0%	11.7%	18.7%	13.8%	11.5%	11.9%
4=Team Metro Outreach Meeting	3.8%	0.0%	5.3%	2.4%	3.4%	5.3%	3.2%	3.3%	3.3%
5=Team Metro Worker	4.7%	8.3%	9.8%	8.5%	10.7%	13.3%	8.9%	10.2%	9.7%
6=Other	32.1%	31.3%	27.3%	39.5%	39.5%	13.3%	36.0%	36.4%	36.3%
9=No response	2.8%	4.2%	5.3%	3.8%	5.4%	5.3%	4.4%	4.8%	4.7%

Q27b. How do you rate Team Metro services?

N=1492

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q27b How do you rate Team Metro services

5=Very satisfied	17.1%	8.3%	15.2%	13.7%	14.3%	16.0%	16.8%	13.1%	14.3%
4=Satisfied	31.4%	35.4%	29.5%	34.5%	27.7%	29.3%	33.8%	29.5%	30.4%
3=Neutral	19.0%	20.8%	27.3%	20.1%	17.4%	20.0%	18.8%	19.7%	19.4%
2=Dissatisfied	9.5%	4.2%	6.1%	6.4%	7.2%	12.0%	9.1%	6.4%	7.2%
1=Very dissatisfied	4.8%	8.3%	4.5%	4.0%	4.9%	8.0%	4.4%	5.0%	4.9%
9=Don't know	18.1%	22.9%	17.4%	21.3%	28.5%	14.7%	17.0%	26.3%	23.9%

Q29. Approximately how many years have you lived in Miami-Dade County?

N=3148	Q10 How frequently do you use mass transit						Timing		Total
	Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
	1	2	3	4	5	9	1	2	
<u>Q29 How many years lived in County</u>									
2=Under 3	1.9%	0.8%	2.6%	1.9%	3.5%	0.6%	2.6%	2.8%	2.7%
5=3 to 5	8.2%	7.1%	6.0%	6.0%	7.0%	1.2%	4.9%	6.8%	6.4%
10=6 to 10	9.7%	11.1%	8.2%	8.0%	9.5%	9.8%	8.9%	9.0%	9.1%
15=11 to 15	14.0%	8.7%	14.2%	9.6%	8.9%	9.8%	11.4%	9.4%	9.9%
20=16 to 20	13.0%	11.1%	11.6%	12.3%	8.4%	6.7%	9.3%	10.2%	10.0%
30=21 to 30	18.8%	16.7%	19.8%	14.6%	18.6%	16.6%	18.1%	17.3%	17.6%
31=31+	34.3%	44.4%	37.7%	47.6%	44.1%	55.2%	44.9%	44.5%	44.3%

Q30. Which of the following best describes your race/ethnicity?

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q30 Race/ethnicity

1=Far East Asian	1.9%	1.6%	2.6%	1.9%	1.4%	0.6%	1.7%	1.7%	1.7%
2=South Asian	1.4%	0.0%	1.1%	0.8%	0.6%	0.6%	0.4%	0.8%	0.7%
3=Black-African American	14.5%	14.3%	10.1%	9.6%	8.3%	7.4%	7.2%	10.1%	9.4%
4=Black-Hispanic	4.8%	2.4%	4.5%	2.3%	2.0%	1.8%	2.2%	2.5%	2.5%
5=Black-Other	5.8%	6.3%	3.7%	4.8%	3.4%	1.8%	2.8%	4.4%	3.9%
6=White-Non Hispanic	19.8%	21.4%	24.3%	29.9%	27.3%	22.1%	32.8%	24.4%	26.7%
7=White-Hispanic	47.8%	51.6%	51.5%	47.5%	55.3%	62.6%	51.0%	53.6%	52.8%
8=American Indian/Eskimo	0.5%	0.8%	0.7%	0.4%	0.1%	0.0%	0.1%	0.3%	0.3%
9=Not provided	3.4%	1.6%	1.5%	2.7%	1.7%	3.1%	1.8%	2.2%	2.1%

Q31. Are you or other members of your household of Cuban or Other Hispanic or Latin ancestry?

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q31 Cuban or Other Hispanic or Latin

1=Yes-Cuban	24.2%	31.7%	28.4%	30.2%	37.8%	47.9%	36.6%	34.1%	34.5%
2=Yes-Other Hispanic or Latin	32.9%	23.8%	28.4%	25.0%	22.3%	17.2%	21.3%	24.5%	24.0%
3=No	39.6%	42.9%	42.5%	42.6%	38.5%	31.3%	40.7%	39.5%	39.8%
9=Not provided	3.4%	1.6%	0.7%	2.2%	1.4%	3.7%	1.5%	1.9%	1.8%

Q33. Which of the following best describes your home?

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
1	2	3	4	5	9	1	2	

Q33 Which best describes your home

1=Single family/Townhome/Duplex/Triplex	63.8%	65.9%	67.5%	77.1%	77.6%	74.8%	75.6%	75.1%	75.1%
2=Multi family	32.4%	27.8%	27.2%	18.3%	19.2%	20.2%	21.0%	20.7%	20.9%
3=Other	1.4%	4.8%	2.6%	1.8%	0.9%	1.2%	1.6%	1.4%	1.5%
9=Not provided	2.4%	1.6%	2.6%	2.8%	2.3%	3.7%	1.8%	2.8%	2.5%

Q34. Do you live in a gated community or a multi-family building with security?

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q34 Do you live in a gated community

1=Yes	24.2%	25.4%	28.0%	21.1%	25.1%	25.8%	23.2%	24.5%	24.4%
2=No	72.0%	71.4%	69.0%	76.0%	72.1%	71.2%	73.8%	72.6%	72.7%
9=Not provided	3.9%	3.2%	3.0%	2.8%	2.7%	3.1%	2.9%	2.9%	2.9%

Q35. Would you say your total annual household income is:

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q35 Total annual household

1=Under \$14,999	22.7%	25.4%	15.3%	8.3%	9.0%	19.6%	9.2%	12.3%	11.5%
2=\$15,000-\$29,999	20.3%	20.6%	16.0%	13.7%	14.3%	16.6%	13.8%	15.7%	15.1%
3=\$30,000-\$49,999	21.7%	18.3%	20.1%	22.0%	20.0%	22.7%	19.4%	20.9%	20.7%
4=\$50,000-\$99,999	16.9%	18.3%	23.5%	30.2%	29.4%	17.8%	31.3%	26.0%	27.2%
5=\$100,000 or more	9.2%	10.3%	15.3%	19.3%	19.6%	14.1%	21.0%	16.5%	17.8%
9=Not provided	9.2%	7.1%	9.7%	6.5%	7.8%	9.2%	5.3%	8.6%	7.8%

Q36. Do you own or rent your home?

N=3148

Q10 How frequently do you use mass transit						Timing		Total
Almost every day 1	1-3 times a week 2	1-3 times a month 3	Less than once a month 4	Never 5	Don't remember 9	Pre Hurricane 1	After 2	

Q36 Do you own or rent your home

1=Own	58.0%	69.0%	80.2%	84.7%	85.0%	86.5%	85.7%	81.2%	82.2%
2=Rent	39.1%	27.8%	18.7%	13.3%	13.5%	12.3%	12.8%	16.9%	16.1%
9=Not provided	2.9%	3.2%	1.1%	1.9%	1.5%	1.2%	1.5%	1.9%	1.7%

Q37. Your gender.

N=3148	Q10 How frequently do you use mass transit						Timing		Total
	Almost every day	1-3 times a week	1-3 times a month	Less than once a month	Never	Don't remember	Pre Hurricane	After	
	1	2	3	4	5	9	1	2	
<u>Q37 Your gender</u>									
1=Male	45.9%	49.2%	56.7%	52.1%	50.2%	61.3%	50.5%	51.9%	51.4%
2=Female	54.1%	50.8%	43.3%	47.9%	49.8%	38.7%	49.5%	48.1%	48.6%